

James Heldridge

Product Designer

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402-206-3833

Omaha, NE

Work Experience

NCITE / Product Designer

December 2024 – PRESENT, OMAHA, NE

Currently, I lead the design and development of a nationwide K–12 risk assessment platform at the Department of Homeland Security’s National Counterterrorism Innovation, Technology, and Education Center (NCITE), part of a \$35 million federally funded research initiative.

I guide design direction and oversee the full UX process, from user research and prototyping to system implementation, ensuring the tool meets the needs of schools, safety experts, and policymakers. I collaborate with researchers to translate research into a scalable design system and user-centered platform that advances school safety across the United States.

Baxter Arena / AV & IT Lead Tech

August 2021 – November 2024, OMAHA, NE

Engineered an in-game audio automation system using C and DSP, increasing workflow efficiency by 30%. Managed and optimized audio-over-IP infrastructure using Dante and Shure systems to ensure reliable, low-latency performance across live productions.

Concert Visual Designer / Freelance

January 2021 – PRESENT, Multiple Locations

Designed and operated visual systems for major touring artists, creating dynamic content for audiences of millions. Developed visuals aligned with each artist’s direction and managed real-time show visuals to deliver cohesive, high-impact productions.

Publications

Heldridge, J. R. (2026). From Automation to Collaboration: A Systematic Review of AI Use in Assessment Across Critical Infrastructure Sectors.

Education

University of Nebraska / MS Human Centered Computing

November 2025 – May 2026, OMAHA

Studying and researching AI design systems with a focus on how trust, transparency, and autonomy shape effective Human–AI interaction. My thesis explores agentic AI design systems and how perceived transparency can be intentionally integrated into responsible, user-centered design frameworks.

University of Nebraska / BS Music Technology *cum laude*

August 2020 – December 2025, OMAHA

Studied digital signal processing, psychoacoustics, and audio engineering, developing a strong foundation in sound design, system development, and acoustic perception.

Skills

Design: Interface design • Information architecture • LLM Design • React • CSS • Design systems • Accessibility • Human-centered design

Prototyping: Wireframing • Interactive prototyping • Figma • Miro • Interface design • Usability testing • Iterative refinement

Research: Mixed-methods research • User interviews • Thematic analysis • Data synthesis • Cognitive walkthroughs • Literature review