

Nabil Rouissi

STRATEGIC SERVICE DESIGNER & ARTIST

Chicago, IL · Since 2007 · IIT MDes+MPA 2026
nabilrouissi@gmail.com

CONTACT

EMAIL

nabilrouissi@gmail.com

LOCATION

Chicago, IL

AVAILABILITY

Open to remote
& field work

LANGUAGES

ENGLISH

Fluent

FRENCH

Fluent

ARABIC

Native — Darija
Egyptian · Lebanese · Iraqi

EDUCATION

2026 (CANDIDATE)

MDes + MPA

IIT, Mies Campus

2025

BFA Interaction Design
Academy of Art Univ.

2007

Design Foundation
Artcom, Rabat

SKILLS

- Service Design
- Systems Thinking
- UX Research
- Policy Design
- Visual Identity
- Design Systems
- Civic Design
- Service Blueprinting

SOFTWARE

- Figma
- Adobe Suite
- Miro
- Notion
- HTML / CSS / JS

01

EXPERIENCE

Strategic Service Designer

Independent Practice — Chicago, IL

2025 - Present

- Civic design, service blueprinting, and UX for public-sector and non-profit clients.
- Focus on institutional and government systems — urban services, policy-facing work.
- Clients include VA, city agencies, and civic technology organizations.

Visual & UX Designer

Independent & Agency — Rabat / Chicago

2007 - 2018

- 11 years spanning brand identity, digital product design, and editorial systems.
- Led visual identity work for consumer brands, cultural institutions, and media.
- Developed Origin v1/v2 design system as internal practice standard.

Air Defense Battle Management System Operator

U.S. Army, 4-5 ADA — Ansbach, Germany

2018 - 2021

- Active duty, Honorable Discharge. Managed high-stakes real-time data systems.
- Developed operational discipline and systems-under-pressure decision-making.

02

SELECTED WORK

Chicago 311 Service Redesign **CIVIC UX**

End-to-end service design for Chicago's municipal request system. Research, blueprinting, and interface redesign for 1.4M annual interactions.

Veterans Resource Hub **SERVICE DESIGN**

Wayfinding and service access system for veterans navigating VA benefits. Reduced navigation friction by mapping 40+ touchpoints into a unified journey.

Taco Mix Brand System **VISUAL IDENTITY**

Full brand identity for Chicago taqueria — logo, illustration system, packaging, signage, and mobile ordering experience.

Transit Atlas **URBAN SYSTEMS**

Data visualization and wayfinding system for CTA and Metra overlaid routing. Designed for civic legibility and policy communication.