

Shelby Hawkins

User Experience Designer

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Experience

UX Architect

Carson Group | Indianapolis, IN (Remote)
January 2023—Present

- Guide development of integrations and third-party systems
- Conduct research with end users and SMEs to inform system structure and user flows
- Elevate design impact through DesignOps standards and resources
- Demonstrate the value of intentional design of the organization and its processes and services
- Lead design and implementation of a new design system in a new framework

UX Designer

Spreetail | Indianapolis, IN (Remote)
October 2021—November 2022

- Designed wireframes, mockups, and prototypes at the story and product level
- Participated in discovery to understand user and business requirements and collaborate with product and engineering
- Led design research efforts, such as competitive analyses, literature reviews, contextual inquiries, user interviews, etc.
- Balanced consistency and innovation using two design systems
- Mentored other designers and guided discipline alignment within our UX Center of Excellence

Lead UX Researcher & Designer

IU School of Medicine | Indianapolis, IN
October 2020—July 2022

- Designed wireframes, mockups, and prototypes for VR and Android applications
- Utilized usability testing methods to evaluate application builds
- Communicated findings and suggestions to development team
- Researched and understood best practices in VR applications

Software QA/Documentation Specialist

Earthwave Technologies (Fleetwatcher) | Indianapolis, IN
June 2020—October 2021

- Created mock-ups and wireframes for web, iOS, and Android applications based on customer requests and usage
- Recorded various user personas and stories to ensure system features were adequately robust
- Deployed (PyCharm/GitLab) and tested code in both development and production environments
- Tracked intake requests using agile methods and documented release notes
- Created new customer instances by collaborating with developers to check database differences and user access controls

Education

MS, Human-Computer Interaction

Indiana University, GPA: 3.82
December 2021

BS, Psychology (Cognitive-

Neuroscience), Peace Studies Minor

Manchester University, GPA 3.58
May 2017

Skills

Conceptual Design & Ideation

User Research

Service Design

A/B Testing

Affinity Diagramming

Wireframing / Mock-Ups

Heuristic Evaluation

Contextual Inquiry

Persona Development

User Journey Mapping

Experience & Work Modeling

Programs

Figma, Miro, Adobe XD, Balsamiq, Jira, Confluence, Photoshop, Hubspot

Languages

Italian (Written, Intermediate)

HTML/CSS, SQL

Leadership

UX Center of Excellence

Teacher's Assistant at IUPUI

Dance Instructor/Choreographer

Cheer Coach

Volunteer

4 Paws for Ability Dog Handler

Walk Into My Future Assistant