Shelley Eang

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Experience

Accenture, UX Architect
Feb 2018 - Present

- Contractor for Accenture via Experis at a large telecommunication company
- Delivered high fidelity wireframe designs for an Omnichannel live application servicing internal representatives and customer facing UI's using Axure RP
- Directed cross channel meetings with other UX Architects, Digital Product Management Teams, and key business stakeholders to design and improve customer flows
- Led 10 retrospectives to identify process improvements of the SDLC process to ensure time delivery
- Assist in the creation of new patterns with an onsite design resource team and leveraged usability testing to communicate the value of new design patterns to Product Owners

Sustainability Guild International, UX Design Intern
Oct 2017 - Apr 2018

- Full stack designer, from research to design delivery
- Delivered high fidelity mock ups for e-Commerce website using Axure RP and Adobe Illustrator
- Influenced consistency in branding and style through creation of brand book document

Avanade, UX Design Intern
June - Aug 2016

- Managed delivery of wireframes for Office 365 Concierge Digital Desk application to visualize internal metrics
- Identified key stakeholders and gained buy in on critical designs to ensure smooth application delivery
- Led 10 retrospectives to identify process improvements of the SDLC process to ensure time delivery
- Assisted in HTML, CSS, and Bootstrap development of wireframe designs

Global 2 Local, UX Design Intern
Sept 2015 - June 2016

- Redesigned interactive mockups for website to be intuitive for community, sponsors, and donors
- Led interviews, heuristic evaluations, and A/B tests
- Collaborated with front-end developer and stakeholder to complete website overhaul

Education

University of Washington
Human Centered Design & Engineering, HCI
Sept 2014 - June 2017

Volunteer

DesignLikeMad (12hr), Graphic Designer

- Worked for local non-profit called Freedom Project to create new logo, business card, email headers, social media materials, and guide for color and type

Asian Law Alliance, Graphic Designer

- Delivered digital collaterals such as flyers, email signages, and letters using Adobe Illustrator and InDesign to communicate events, services, and highlight honorable community members

Boston Shakespeare Project, Visual Designer

- Designed an infographic using Adobe Illustrator to communicate key outcomes to prospective donors

Skills

User Centered Design

- User Interface Design
- Interaction Design
- Agile Methodologies
- Visual Design
- Information Architecture
- Rapid Prototyping
- Usability Tests

User Research

- Heuristic Evaluation
- Qualitative & Quantitative Methods
- Task Analysis
- Persona Creation