

# Hello 🖐️

## I'm Shirley Zhou

Get in touch.

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## Experience

### Product Designer - Deloitte Digital

September 2019 - present

I operate in both UX & Visual design roles for government clients spanning defense, education, health & transportation sectors. Lead design teams through short timelines, ever-changing requirements and challenging problems. I focus on internal & client design advocacy, and establishing good design habits early on in product lifecycle. Beyond client work, I also mentor junior designers and work with pro-bono teams to help startups improve their design strategy.

### UX Researcher - NSF Funded Smart Maker Spaces

February 2019 - May 2019

Performed qualitative research analysis on interview transcripts to identify user needs regarding use of smart documentation tools in creative studio environments.

### Digital Experience Intern - PNC Financial Services

May 2019 - August 2019

Redesigned and prototyped PNC interest rate center for mobile and desktop views. Created an interactive 'thought starter' component for PNC.com to increase user engagement using locator API. Contributed in weekly development sprints and deployed changes to PNC.com

## Education

### Carnegie Mellon University

August 2015 - May 2019

GPA 3.7/4.0

#### Bachelor of Science

Information Systems

#### Minors

Human Computer Interaction, Business

## Skills

UX Design  
Visual Design  
Product Design  
Data Visualization  
Design Systems  
Information Architecture  
Interaction Design  
Wireframing  
Prototyping  
UX Research  
User Interviews  
Usability Testing  
Mentorship

## Tools

Sketch  
Figma  
Illustrator  
Photoshop  
InDesign  
InVision  
Abstract  
Mural  
HTML/CSS  
Javascript  
Atlassian