

SHIVANK MISTRY

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EDUCATION

University of Washington

Sept 2018 – June 2023

B.S in Human Centered Design and Engineering
Minor in Informatics

EXPERIENCE

University of Washington, Research Assistant

Dec 2021 – Present

- Use serious games to educate children on topics in information and data ethics. This project will ideate, playtest and publish findings on serious games for data ethics education.

HP Inc., Customer Experience (CX) Intern

June 2018 – Present

Summer '21 – Present: CX Research

- Lead a project implementation of customer experience journey testing to understand key trouble points during a customer support experience.
- Grow the program from 3 testers per month to 10. Become the go-to program to identify design issues in the customer experience journey.
- Present qualitative usability findings with senior leadership and deliver design recommendations to appropriate teams.

Summer '18 to Summer '21: CX Data Visualization

- Improved the engagement of text analytics of customer survey data by designing human-centered information visualizations with Tableau.
- Researched stakeholder needs to provide a more personalized approach to customer experience data analysis and visualization.

HuskyADAPT, UX Designer

Oct 2019 – Sept 2021

- Designed StepUp app for Seattle Children's Hospital to encourage physical therapy for children.
- Provided user-centered design to ensure inclusivity, equity, and participation among children.

University of Washington, Undergraduate Teachers Assistant

Sept 2022 – Dec 2022

- Undergraduate TA for Design For Personal Health and Wellness
Sept 2021 – Dec 2021
- Undergraduate TA for Transformation Technologies in Health Informatics.

SKILLS

User Research
Prototyping
Design Thinking
Wireframing
Data Visualization
Data Analysis
Usability Testing
Qualitative Research

TOOLS

Figma
Photoshop
Illustrator
Tableau
R
Python
HTML/CSS
Arduino