Shivank Mistry

Phone: 208-761-7153

Portfolio: shivank.mistry.github.io

Email: shivank.mistry@gmail.com

EDUCATION

University of Washington College of Engineering – Seattle, WA

B.S in Human-Centered Design & Engineering, minor in informatics: 9/2018 – 5/2023

Related Coursework: human-computer interaction, human-centered design, usability testing, qualitative research methods, design prototyping, interactive systems design, human factors engineering

Capstone Project: Participated in a 20-week-long final capstone where my team of four partnered with included.ai to solve a design problem. Our project centered around the design question, "How might we improve the recruitment process by matching hiring needs to qualified, diverse candidates?" Our team designed a final high-fidelity prototype that helps recruiters improve diversity in their hiring pipeline while adhering to equal opportunity for all and preventing adverse impact. For this project, our team got the departmental HCDE Capstone Brave Award. View the project details here.

Research:

- Reviewed 12 peer-reviewed and legislative works to gain a better understanding of the legal climate of employment and existing solutions in our project's domain.
- Interviewed 4 HR recruiters remotely over Zoom to better understand their needs for hiring diverse candidates. Recorded transcripts and notes using Excel.
- Understood pain-points, behaviors, and considerations from recruiters by conducting a thematic analysis of qualitative data and determining major themes to design for.

UX and Visual Design:

- Designed initial prototypes for rapid iteration of initial interface with Figma. Sought feedback from design mentors and our capstone sponsor on the interface.
- Designed high-fidelity mockup of design solution using Tableau, HTML/CSS, and JavaScript.
- Evaluated Usability of high-fidelity prototype with HR recruiters; incorporated their feedback in the final design.

PROFESSIONAL EXPERIENCE

University of Washington, MeLab

UX Research Assistant: 2/2023 – 6/2023; ~15 hours a week

Overview: This lab designs low-cost desktop social robots for use in a variety of settings. Our project aimed to understand how early-childhood teachers use our lab's robot to design a curriculum and engage students.

- Manufactured two desktop social robots using physical computing, Arduino, Python, and hardware design for future use. Documented manufacture instructions for later use by graduate students.
- Assisted in conducting a week-long implementation study with our lab's robot in a daycare with one teacher and 10 children aged 5-7.
- Analyzed video recording data and interview transcripts from the teacher to better understand their needs, behaviors, and concerns while they created a curriculum for their class.
- Translated qualitative research findings into evidence-based design recommendations for the robot software control interface.

Hewlett Packard Inc.

Customer Experience Research Intern: 6/2021 – 6/2023 ~ 40 hour a week from June – Sept, ~10 hours a week from October – June

Overview: Worked on the customer experience analytics team. Conducted usability research for HP Support pathways including HP.com, HP Smart, phone, and web chat.

CX Research:

- Planned initial usability testing program to better understand insights from surveys.
- Conducted usability testing remotely with customers. Sent them HP hardware and designed usability tasks for testing asynchronously.
- Conducted post-study interviews and notes using Zoom and Excel.
- Translated usability insights into evidence-based design recommendations for the HP web- and app-based support platforms.
- Present qualitative usability findings with senior leadership and deliver evidence-bases design recommendations to appropriate teams.

Hewlett Packard Inc.

Information Design Intern: 6/2018 – 6/2021 ~40 hours a week from June – Sept, ~10 hours a week from October - June

Overview: Worked in the HP product quality team. Designed complex dashboards with millions of product quality metrics. Applied principles of human-centered design to improve the analytical capabilities of team tools and improve engagement of the team's product quality dashboards.

- Conducted interviews with executive stakeholders to better understand their analytical needs from the team's product quality dashboards.
- Improved the engagement of text analytics of customer survey data by designing human-centered information visualizations with Tableau.
- Sourced data for the dashboards using Vertica, Excel, and SQL.
- Worked in a cross-functional team of data scientist, designers, and project managers. Ensured that the work of data scientists was accessible through the dashboards.

University of Washington, School of Information

Undergraduate Teaching Assistant: 9/2022 – 12/2022 ~15 hours a week

Overview: Teaching Assistant for INFO 468: Design for Personal Health and Wellness

- Led ~40 students through a 10-week long design project aimed at improving personal health. Answered inquiries, graded assignments, and ran a weekly hour-long lab section.

University of Washington, Department of Biomedical Informatics and Health Education

Undergraduate Teaching Assistant: 9/2021 – 12/2021 ~15 hours a week

Overview: Teaching Assistant for BIME 300: Health Informatics

- Taught introductory Python to beginners in projects about EHR scraping, health database mining, and pharmacogenomic analytics. Ran a weekly, hour-long class.

VOLUNTEER EXPERIENCE

HuskyADAPT @ The University of Washington

UX Designer: 10/2019 – 9/2021 ~ 5 hours a week

Overview: With a team of four, I designed a mobile application for Seattle Children's Hospital to motivate their cancer patients to engage in physical therapy.

- Visited the hospital and interviewed nurses to best understand their needs when trying to motivate patients.
- Sent a survey to patients to understand their perspective and needs in a hospital environment.
- Designed a high-fidelity prototype with Figma. The final design involved a game to help motivate patients.
- Communicate with development team to ensure design specifications were met.