

# 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 hopes to 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 ground up 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 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.
- Researched stakeholder needs to provide a more personalized approach to customer experience data analysis and visualization.

### University of Washington, Undergraduate Teachers Assistant

Sept 2022 – Dec 2022

- Undergraduate TA Design For Personal Health and Wellness

Sept 2021 – Dec 2021

- Undergraduate TA for Transformation Technologies in Health Informatics.

### 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.

## 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

## ACTIVITIES

### Director of Hike Leaders, Hiking Club at UW

January 2019 – Sept 2021

- Manage a team of over 15 hike leaders within the club and lead hikes around Washington parks.