SHIVANK MISTRY

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SKILLS

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

TOOLS

Figma
Photoshop
Illustrator
Tableau
R
Python
HTML/CSS

ACTIVITIES

Director of Hike Leaders, Hiking Club at UW
January 2019 – Sept 2021
– Managed a team of over 15 hike leaders within the club and lead hikes around Washington parks.

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

Summer '18 to Summer '21: CX Data Visualization
– Improved the engagement of text analytics of customer survey data by designing human-centered data visualizations in Tableau.
– Researched stakeholder needs by conducting qualitative interviews to provide a more individualized approach to customer experience data analysis and visualization.

University of Washington, Undergraduate Teachers Assistant
Sept 2021 – Dec 2021
– Undergraduate TA for Transformation Technologies in Health Informatics.
– Ran weekly classroom sessions, taught introductory python in a health context.

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.