Shivank Mistry

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EDUCATION

University of Washington   **Sept 2018 - June 2023**
B.S in *Human-Centered Design & Engineering;* minor in *Informatics*   *Seattle, WA*
- Relevant coursework: concepts in human-computer interaction, design prototyping, qualitative research methods, design for health & wellness, health informatics, physical computing, programming in Python, ergonomics & biomechanics, usability studies.

WORK EXPERIENCE

University of Washington, MeLab   **Feb 2023 – Aug 2023**
UX Research Assistant/Engineer   *Seattle, WA*
- Manufactured two low-cost desktop social robots using physical computing, Arduino, Python, and hardware design.
- Translated qualitative research findings from a robot usability research study into evidence-based design recommendations for the robot software control interface.

Included.ai   **Jan 2023– June 2023**
UX Designer and Researcher - Capstone Project   *Seattle, WA*
- Partnered with Included, a diversity, equity, and inclusion software company, to design and prototype a tool to help recruiters find qualified, diverse candidates for hiring needs.
- Understood pain-points, behaviors, and needs of recruiters by interviewing and subsequently conducting a thematic analysis of interview data to inform the design of the prototype.
- Iteratively designed a high-fidelity prototype using Figma, Tableau, and HTML/CSS that assists recruiters in sourcing diverse candidates for jobs.
- Evaluated usability of the final prototype by conducting tests with recruiters. Incorporated their feedback into the final prototype.
- Won the departmental HCDE Brave Award for this capstone project.

Hewlett-Packard Inc.   **July 2018 – April 2023**
Customer Experience Research Intern | June 2021 - June 2023   *Remote*
- Used customer journey maps to plan usability research studies. Defined research questions for each study ensuring alignment between research objectives and team goals.
- Conducted usability studies with customers to help identify issues in the customer support journey.
- Translated usability insights into evidence-based design recommendations for the HP web- and app-based support platforms.
- Presented research findings and design recommendations to director-level executives to show the value of the usability testing program.

Information Visualization Intern | July 2018 - June 2021   *Boise, ID*
- Improved internal engagement of product quality dashboards by designing human-centered information visualizations with Tableau, Python, and SQL.

HuskyADAPT   **Sept, 2019– June, 2021**
UX Designer and Researcher - Volunteer Project   *Seattle, WA*
- Designed a mobile app for children at Seattle Children's Hospital using human-centered design methods.

SKILLS & TOOLS

- **Skills:** prototyping, wireframing, data analysis, qualitative research, data visualization, usability testing, survey design, journey mapping, visual design.
- **Tools:** Figma, Photoshop, Illustrator, R, HTML/CSS, JavaScript, Arduino, SQL.