

Shon DeCamp

Senior Product Designer

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Skills

Enterprise SaaS Design, Design Strategy, Product Discovery, Design System Creation & Development, Wireframing, High-fidelity Design, User Testing, Component Libraries, User Research, Jobs-to-be-done, Story Mapping, Job Mapping, User Flows, Task Flows, Iterative design, Cross-functional collaboration

Tools

Figma, Jira, Microsoft Office Suite, Sketch, AdobeXD, Miro, Lucid Spark, Microsoft Copilot Studio

Professional Results

Accela - Sr. Product Designer | Design System Program Manager

January 2020 - June 2024 (company layoffs)

- Responsive web app (admin application) front-end overhaul
 - Full app redesign for conversion from Cold Fusion and JSP to Angular + PrimeNG
 - Feature discovery/research with users
 - Achieved feature parity/improvement across the board
 - Achieved WCAG AA compliance
 - Iterative design approach (Learn > Create> Share > Repeat)
- Mobile Multi-app suite consolidation
 - Successfully merged functionality from 4 mobile applications to one single iOS/Android app
 - Implemented new Information Architecture to support 4 separate user types
 - Redesigned app UIs and Figma assets to use only supported Ionic components and patterns
- Design System overhaul
 - Established the Design System as an official company-recognized program
 - Managed transition from custom design theme to PrimeNG variable-driven theme package
 - Prioritized and planned launch of new Design System site (Storybook)
 - Researched, planned, prioritized, and implemented new Design System site content
 - Evangelization and partnership establishment for Design System

Sorenson Communications - UX Designer | Product Manager

August 2018 - January 2020 (ready for a new challenge)

- Established data-driven roadmapping
 - Managed implementation of Splunk and other tools to expose and visualize user behavior
 - Designed home-grown analytics/tracking features
- Designed new features and existing feature enhancements

- Eliminated unintended use
 - Improved information architecture - improved service levels
- Back-end (schema/database) re-architecture
 - Managed implementation of data-tracking features to build business cases
 - Data analysis highlighting performance, API availability, and schema issues
 - Executive collaboration, pitches, and sponsorship for project investment approval
 - Project oversight - reporting, sprint planning, and releases
 - Increased service level (key metric) 12%
 - Decreased application costs 50%
- Design System theme generation
 - Defined visual/graphic styles
 - Translated styles to CSS for use as a theme package

InteractiveCare (Sorenson Communications subsidiary) - Product Strategist

January 2018 - August 2018 (InteractiveCare dissolved and absorbed by Sorenson)

- Produced flagship product artifacts for service blueprint
 - Qualitative Research
 - Personas
 - User Stories
 - Journey Maps
 - Jobs-to-be-done
- Established startup initial feature set
 - Competitive analysis
 - Cross-functional feature grooming
 - Wireframe mock-ups and designs

Centeva - UX Designer

November 2016 - January 2018 (ready for a new challenge)

- Designed custom, SaaS applications to replace legacy federal solutions
 - National Cancer Institute, Centers for Medicaid/Medicare, Nuclear Regulatory Commission
 - Achieved iterative, Agile, design process despite waterfall implementation process
 - Generated and presented research data/artifacts (user types, processes, journey maps, task maps, jobs-to-be-done) to cross functional team
 - Full lifecycle feature design - concept > iteration > high fidelity

DAKCS Software Systems - Business Analyst

June 2014 - November 2016 (seeking a formal UX role)

- Cloud migration for ancillary auto-dialer product
 - Physical and digital systems analysis
 - Cost analysis and estimation
 - Product demonstrations