

SHON DeCAMP

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Product Designer, User Experience Designer, Problem Solver, and User Advocate

PROFESSIONAL SUMMARY

Seasoned design professional with 10+ years experience in product and UX design. Strong skills in beginning-to-end/full-stack design for enterprise, B2B, mobile, desktop, and responsive web apps. Track record includes building new design systems, mentoring and leading design teams, and establishing Research and UX operations. Committed to continuous improvement and contributing to team success.

SKILLS

User experience design, Product design, User research, Market trend analysis, Prototype development, Collaboration, Written communication, Visual communication, Verbal communication, UI design, Visual design, Figma, Remote work, CMS, Problem-solving, Feedback integration, Business strategy alignment

WORK EXPERIENCE

OWNER, BaDe Services LLC. | Rigby, ID, April 2024 - Present

- Founded an AutoCAD drafting service to fulfill urgent demands for quick plan creation in construction and fire alarm sectors
- Enhanced efficiency by cutting down client drawing delivery time by 45%
- Revamped client border designs to enhance information structure and readability
- Developed dynamic blocks/symbols to streamline project hours

SENIOR PRODUCT DESIGNER, Accela Inc. | Remote, January 2020 - June 2024

- Joined the leading gov-tech solution for permit and inspection management, modernizing UI & user experience and improving government agency efficiency through product design
- Led a team of designers, technologists, and strategists to create a new design system resulting in increased dev velocity, improved user experience, and WCAG 2.1 AA compliance
- Designed new information architecture, navigation, and UI patterns for cross-platform permit & inspections application, improving SUS (system usability score) 19%
- Consolidated 4 separate mobile apps to a single iOS & Android app on ionic framework, reducing support & maintenance costs and improving customer satisfaction scores
- Mentored junior designers on mobile app enhancements for field inspector checklists resulting in increased customer productivity and more cohesive design team

UX DESIGNER, Sorenson Communications | Salt Lake City, UT, August 2018 - January 2020

- Recruited from InteractiveCare to the largest hearing-to-deaf interpreting service in the United States and given charge to optimize staff scheduling for algorithm forecasts
- Led the redesign of a responsive web app, including data tracking, feature design, and product roadmap management
- Designed a suite of features targeting “premium” scheduling needs using data-driven behavior models, historical analytics, and user data resulting in 12% increase in service level
- Managed product strategy and project timelines for database rebuild and transition from RAD (rapid application development) tool to Angular UI which reduced application down-time by 65%
- Designed color ramps, fonts, and component library guidelines to create an initial Design System enabling Angular UI development.

PRODUCT STRATEGIST, InteractiveCare | Salt Lake City, UT, January 2018 - August 2018

- Generated UX artifacts and MVP designs, delivering qualitative and quantitative user data for a home-health healthcare startup
- Conducted research on home-health nurse, CNA, and administrator needs to inform start-up strategy and UX assets through contextual inquiries, interviews, and panel sessions
- Performed competitive analysis on healthcare communications solutions, identifying competitive advantages, market opportunities, and unmet customer needs based on internal data
- Developed and refined wireframes, designs, and HTML/CSS prototypes leading to the initial release of the CareNotes mobile application

UX DESIGNER, Centeva | Logan, UT, November 2016 - January 2018

- Led design of acquisitions management platforms for the National Cancer Institute and Centers for Medicaid/Medicare at a federal acquisitions contractor
- Developed UX assets and service blueprint for the National Cancer Institute, leading to the successful acquisition of a \$2M contract
- Produced animated prototypes for accounting features for Centers for Medicaid/Medicare, securing approval for a new contract initiative
- Designed inspection documentation features through iterative design and testing, now implemented across all federally overseen nuclear power plants in the United States

BUSINESS ANALYST, DAKCS Software Systems | Ogden, UT, June 2014 - November 2016

- Transitioned from sales to an analyst role to manage customer requirements during the transition from on-premise solutions to hosted services
- Analyzed customer expenses against hosting costs leading to a 95% shift from on-premise to hosted autodialer
- Implemented a centralized research repository in Salesforce, reducing repetitive customer feedback meetings by half