




SHANNAN ROBERTS

UX & Product Designer

CONTACT

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 Skaneateles, NY 13152

CERTIFICATIONS

DesignLab UX Design Academy

- Conducted user research for an Airbnb feature, sports betting site, and backcountry safety app, identifying pain points and opportunities.
- Created wireframes and prototypes in Figma, refining designs based on user feedback to improve usability.
- Applied data analysis to interpret user behavior and inform design choices.
- Delivered a cohesive design system for the backcountry safety app and sports betting site to ensure UI consistency.

CORE SKILLS

- User Research & Testing
- Wireframing & Prototyping (Figma, Miro)
- Usability Testing
- Design Systems
- Agile Methodology
- Generative AI
- Communication & Collaboration
- Critical Thinking

EDUCATION

B.S. MANAGEMENT INFORMATION SYSTEMS

University of Delaware
2017 - 2021

BUSINESS ANALYTICS MINOR

University of Delaware
2017 - 2021

PROFILE

Multidisciplinary UX Designer with a strong foundation in user research, interaction design, and data-driven strategies. Passionate about crafting intuitive, impactful experiences and continuously improving through new methodologies and insights. Inspired by nature and athletics, I bring an energetic, dynamic approach to designing solutions that empower and engage users. Seeking a UX or Product Designer role where I can combine my technical expertise, interpersonal strengths, and passion for design and growth.

WORK EXPERIENCE

BOULDERING PROJECT - Tempe, AZ

02/2024 - 07/2024

Operations Supervisor

- Responsible for directing and managing the operation of the gym.
- Focused on helping our customers, upholding our mission & values, and maintaining a safe environment while working independent early morning shifts and others throughout the day.
- Ensure that a valid and accurate waiver is on file for all participants.
- Compassionately respond to incidents and accidents, in alignment with our procedures and policies.

GENERAL MOTORS - Chandler, AZ

06/2021 - 10/2023

Business Intelligence Analyst

- Developed end-to-end automated data quality processes and tie-out dashboards with the goal of detecting and correcting data issues proactively for all Quality applications.
- Collaborate cross-functionally with business, developers, and data teams to develop operation model for supporting our applications and environments.
- Aid in the migration of data platforms from Tableau by leading the recreation of reports in Power BI.
- Contribute to the continual development of improved timing and status of IBM Cognos reports.
- Monitor operational metrics (tickets, SLAs, and reduction in user service desk incident tickets) for all active applications in the team's domain.

IBM - Southbury, CT

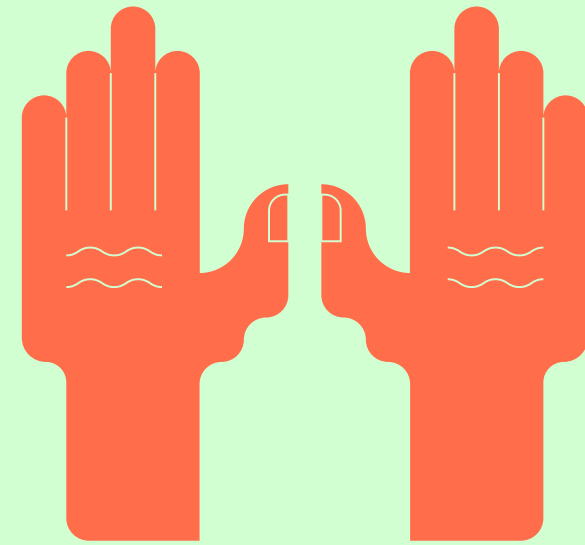
05/2020 - 08/2020

Accounting Systems Analyst Intern

- Migrated 100s of data accounts for Accounting Department to progressive data storage platforms.
- Designed the layout of frequently updated, informative web pages for the Accounting department.
- Reviewed training tutorials for Accounting Analysts, Team Leaders, and Project Managers and provided feedback with improvement recommendations.
- Supported the consolidation of data from seven geographical business regions to four.
- Engaged with cross-functional members from various areas within IBM.

GRADUATION DATE: JANUARY 2025

Designlab



CONGRATULATIONS

to

Shannan Roberts

on successful completion of

UX Academy

UX/UI Designer Certification,
representing over 480 hours
of coursework

