

Shannon M Cummings

Senior UX Designer

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Experience

Senior UX Designer – Fiserv

May 2018 – Present

Lead UX Researcher and Designer for a banking application used by over one million users. Leading the system wide redesign, improving usability, streamlining user flows, and increasing user adoption.

- Designed low and high-fidelity mockups
- Developed high fidelity prototypes
- Facilitated usability testing
- Conducted user surveys
- Provided customer demos
- Developed and implemented a design system

UX Designer – Intel Corporation

April 2013 – May 2018

Lead UX Researcher and Designer on multiple agile software development projects for internal business applications that are critical to the quality and reliability testing of Intel products. UX Team Lead, responsible for setting UX standards and providing expert input across the organization.

- Prototype design and development
- Conducted usability testing and research
- Facilitated user acceptance testing
- Developed and championed design standards
- Mentored and trained peers and new team members
- Developed and taught collateral for UX workshops

UX Design Intern – Intel Corporation

Summer 2012

- Conducted user research for internal business applications
- Conducted UX evaluations and provided feedback on designs
- Researched UI design patterns and provided recommendations for a design library

Certification Intern – Gulfstream Aerospace

Summer 2011

- Tracked and documented FAA certification requirements
- Designed and documented emergency egress test plans
- Facilitated and evaluated user testing for emergency egress
- User testing of cockpit touchscreen technology with senior pilots

Education

MS in Human Factors & Systems

Embry-Riddle Aeronautical

University

May 2013

BS in Human Factors Psychology

Embry-Riddle Aeronautical

University

May 2012

Tools

Sketch

Axure

Figma

Abstract

Balsamiq

InVision

Photoshop

Affinity Designer

UserZoom

Qualtrics

Skills

Prototyping

Wireframing

Design Systems

Usability Testing

User Interviews

User Surveys

Personas

Journey Mapping

Process Flows

Design Reviews

Stakeholder demos

CSS