# SHAUN MOSLEY
### UX Designer

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# Delivering gold-standard services in both private & public sectors

## Nava

Leading multi-disciplined teams to make state and federal government services simple, effective, and accessible to all.

### Design Lead (3/2022 – Present)

- Navigate ambiguity to bring clarity to project's strategy
- Build relationships that manifest into networks across silos
- Foster team health for sustainable delivery and execution
- Train clients on Human-Centered Design principles by demonstrating effective HCD practices, such as user research

### Designer / Researcher (3/2020 – 2/2022)

- Rallied program team of 60+ members to envision the future we hope to see, then ideate to how we build toward those possibilities
- Established a long-term vision for claimant appeal intake, then aligned scrum team of 2 Designers, 5 Engineers, and 2 Product Managers to implement a complex, public-facing feature
- Scoped, designed, and collaborated on the delivery of the online claimant appeal process reducing manual form submission by 60%
- Collaborated with clients on service blueprints to highlight painpoints and opportunity areas within the ecosystem
- Define quarterly equity check to monitor research recruitment

## Intuit

Empowered feature teams throughout the organization with foundational components in the Intuit Design System.

### Senior Interaction Designer (6/2018 – 7/2019)

- Lead native mobile designs for Intuit Design System
- Coded interactive prototypes to convey concepts to Engineering
- Co-created mobile components with iOS and Android experts around the company

### Interaction Design (8/2017 – 5/2018)

- Redesigned Quickbooks Online Contact Us end-to-end experience to offer callback method
- Piloted callback technology with throttled tests to measure customer engagement and customer service agent efficiency

## Education

**Georgia Institute of Technology**
M.S. Human-Computer Interaction, 2015

**University of Central Florida**
B.S. Computer Engineering, 2011

## Toolbox

Service blueprints
Customer journey maps
Visioning workshops
Figma
Adobe CC
Dovetail

## Core Competencies

Service design
Interaction design
Design operations
Equitable recruitment
User research
Usability testing
Servant leadership
Bureaucracy hacking

## In community

Civic Tech Atlanta
earthtones ERG
Kaleidoscope ERG
Where Are The Black Designers?
Black Code Collective
Technologists for Public Good
Phi Beta Sigma Fraternity, Inc.