

# SHAWN M.V. JONES

UX/UI DESIGN, UX RESEARCH, AND WEB & MOBILE DESIGN

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smvjones@gmail.com | Financial Services, Education, Marketing, Military Background

## EDUCATION

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2013 - 2017 **B.F.A. IN DESIGN**  
User Experience concentration  
Art History minor  
Northeastern University, Boston, MA  
GPA: 3.70

2022 - 2024 **M.S. IN INNOVATION**  
Northeastern University, Boston, MA  
Begins January of 2022

## RELATED EXPERIENCE

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2020 - Present **SR. UX DESIGN MANAGER**  
Charles Schwab, Denver, CO  
Leading and mentoring Schwab's Innovation Accelerator (IA) design team. Developing and coaching individuals on the agile and design best practices as well as Schwab's product development lifecycle. Built weekly design critiques and trainings to increase proficiency and create an environment of continuous learning to boost individual careers. Growing an inclusive culture of innovation by building the consistency and proficiency of skills across the IA design team. Continually push teams to create new ideas and deliver on new business solutions with measurable business impact across the IA team.

Leading and coaching Schwab's Design Thinking/ The Way We Work team (TWWW). Increased the adoption rate of design thinking and innovation to be scaled across Schwab teams. Taught and trained over 200 individuals in design thinking practices to both UX department and non-UX internal Schwab teams. Helped several product teams by facilitating 1-2 day journey mapping workshops to uncover client needs, gaps and opportunities.

2019 - 2020 **SR. UX DESIGN MANAGER**  
Creative Circle - Charles Schwab (Contractor), Austin, TX  
Innovation lab - Lead several cross-functional agile product teams to plan, design, build and test new product ideas. Built and lead the UX research and UX design teams for three new products. These products include exploring a financial planning and investing experience, creating a tool for document collaboration and building an social educational trading platform to promote more engagement within millennial investors.

Digital Rep Solutions Team - Designed user interfaces leveraging Salesforce Lightning Design System to support new internal facing applications in Design Sprint development methodology. Collaborated with project managers to develop the design strategy for the 2020 roadmap.

## STATEMENT

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Human Centered Designer, leading and facilitating collaborative design sessions with multi-disciplinary teams. Experience and ability to understand customer needs and translate business requirements into goal driven communication products. Effectively present design solutions to partners and stakeholders through story telling and design thinking.

## SKILLS & STRENGTHS

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Wireframing	Strategic
Design Thinking	Futuristic
Journey Maps	Ideation
Usability Testing	Positivity
User Research	Leader
Sketch, Figma	Competition
Rapid Prototyping	
HTML & CSS	

## SIGNIFICANT ACCOMPLISHMENTS

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Design Thinking Practitioner Badge (IBM)  
Design Thinking Co-Creator Badge (IBM)  
Media & Entertainment Industry Foundations Badge (IBM)  
Interdisciplinary Topics Medal at Northeastern University's Research Innovation Scholarship Expo (RISE) + \$20K in grants for developing a 3D printed aquatic prosthetic.  
Eagle Scout, Boy Scouts of America

## ADDITIONAL EXPERIENCE

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- 2017 - 2019      **UX/UI DESIGNER**  
IBM, Cambridge, MA  
Designed websites, platforms, web and mobile applications including IBM's Artificial Intelligence Skills Academy, Quantum Computing for Executives, Apprenticeship Academy, and a chatbot and features for Your Learning. This includes designing the overall end-to-end user experience for users going through several complex academic roadmaps and completing courses to eventually earn certified badges and build skills for their current job. All my projects have aligned with IBM's strategic imperatives to successfully distribute learning to all IBMers.
- Jan - Apr 2017    **UX/UI DESIGNER, WEB DESIGNER, AND SR. GRAPHIC DESIGNER**  
Creative Circle (Contractor), Boston, MA
- Jul - Dec 2016    **GRAPHIC DESIGNER**  
VHB, Watertown, MA
- Feb - Jul 2016    **GRAPHIC DESIGNER**  
Alzheimer's Association MA/NH Chapter, Watertown, MA

## MILITARY EXPERIENCE

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- 2008 - 2013      **ADMINISTRATIVE SUPERVISOR - YN2**  
United States Navy, Williamsburg, VA  
Lean Six Sigma Process Improvement - Conducted a two week Process Improvement review with a team to incorporate a design driven strategy to improve the travel process for the organization. Collaborated with a team of 10 individuals to create process maps, flow charts, and mapped out user experiences.
- Assistant Leading Petty Officer - Supervised an office of 12 personnel. Reviewed all correspondence, awards, employee evaluations, passports and legal documents.
- Lead Defense Travel Administrator - Organized all travel arrangements for 450 personnel including booking hotels, flights, and transportation. Collected all debt, and managed government credit cards, and visas for all personnel.

## MILITARY AWARDS

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- White & Yellow Belt in Lean Six Sigma
- Expeditionary Warfare Medal
- Armed Forces Service Medal
- Good Conduct Medal (5 years)
- Navy and Marine Corps Achievement Medal while serving in the U.S. Navy. Responsible for all travel operations, debt collections, and processed over \$200M in travel orders.