

Shawn Hill

www.shawnhill.net

webmaster@shawnhill.net

Summary

Highly motivated and skilled User Experience Designer adept at designing end to end user experiences

Languages

Proficient in hand coded CSS & HTML, utilizing jQuery & JavaScript

Software

Proficient in Sketch, Adobe Creative Cloud (Photoshop, Illustrator, Flash), end to end design in Lucidchart and interactive prototyping in Axure and InVision

Work Experience

Lead/Senior Designer, User Experience

Bellevue, WA

www.t-mobile.com

T-Mobile (Digital - Marketing)

December 2019 – Present

- UX lead for digital payments (T-Mobile.com mobile & desktop as well as native app iOS & Android)
- Creating better payment experiences for our customers while increasing revenue to the business through more completed transactions and less calls to our call centers
- Leading the creation of design principles, guidelines, and OKRs for the highest performing journey within our Marketing value stream
- On-track for 2020 OKRs (\$27M in call savings, \$1M in incremental revenue, \$1B cash pull forward by 1.5 days)
- In response to the effects of COVID-19, designed an end to end customer experience allowing anyone (including non-T-Mobile customers) to easily pay bills online through an unauthenticated "pay as a guest" experience
 - Initiative was designed, developed, tested, and launched in a single 2-week sprint
 - With majority of store closures, we supported retail customers who normally pay their bill in-store
 - 4.1k payments, an average of \$133 per payment for a total revenue collected of \$545k in the first day

Lead/Senior UX Designer

Bellevue, WA

www.t-mobile.com

T-Mobile (T-Mobile for Business - Marketing)

July 2019 – December 2019

- Created high-level service design flows, documenting customer touchpoints within end to end experiences
- Managed team sprints, including progress, call for requests, accepted requests, and back-log tasks
- Led sprint retrospective meetings for Senior UX Manager
- Created online format used across the business to manage team intake of tasks
- Guided team on best practices & standardization of software & processes
- Worked across functional teams to understand business and feature requirements
- Created design components used by the team for easily building out wireframes

Lead/Senior UX Designer

Bellevue, WA

www.t-mobile.com

T-Mobile (Engineering - Enterprise & Consumer Services)

July 2015 – July 2019

- Led the accessibility initiative for customer-facing and B2B Engineering apps
- Designed the UX/UI for an application that allows customers to activate a data plan on their cellular iPad
- Led the UX for T-Mobile Prepaid eSIM, an application allowing customers to activate their eSIM on the latest iOS devices
- Designed the UX for the next generation of the T-Mobile phone REVVL
- Created the UX/UI for Admin Portal, a B2B application used by T-Mobile SMB as well as enterprise customers
- Designed a UX/UI refresh for a chatbot application used for B2B enterprise customers
- Led the UI redesign and end to end UX for the web version of DIGITS, a customer-facing enterprise-level web application allowing customers to use multiple lines with either a single device or multiple devices
 - Managed and directed multiple outside vendors, ensuring we created a consistent UX and UI
 - Led the UX/UI for our team of front-end engineers, ensuring we delivered responsive, efficient, clean code that matched the designs created
 - Met or exceeded FCC accessibility requirements, maintaining AA and sometimes AAA WCAG compliance
- Designed the UX/UI for an iOS application which adds and manages a data plan for the Apple Watch
 - Designs were developed responsively in HTML5/CSS3 mirroring dark-themed Apple Watch pairing app design
- Designed UX/UI for Connect Me, an IoT service for vehicles that allows customers to set up and manage their data-only devices

Senior UX Designer/Developer T-Mobile (Engineering - Enterprise & Consumer Services)
Bellevue, WA April 2015 – July 2015
www.t-mobile.com

- Developed the front-end for a large enterprise-level consumer facing site in HTML5, CSS3 & jQuery
- Resolved coding issues within customer facing voicemail website based on provided visual comps
- Redesigned and coded portions of an internal Engineering reporting tool

UX Designer/Visual Designer T-Mobile (Product & Technology)
Bothell & Bellevue, WA July 2012 – April 2015
www.t-mobile.com

- Designed the UX and developed the UI for desktop and mobile applications used in retail stores and call centers
- Coded the UI for T-Mobile's no contract JUMP application used in retail stores (iPad Mini Retina)
- Assisted with development of iPad tablet application used for launch of the iPhone at Apple retail stores
- Created pixel-perfect code in HTML5 & CSS3 based on comps and redlines
- Designed comps, wireframes and assisted with UX design style guide
- Authored best coding practices and standards for the UX team
- Created & standardized building block code used across Product & Technology consumer applications

UX Designer/UI Developer BeyondTrust Software
Bellevue, WA July 2011 – January 2012
www.beyondtrust.com

- Designed the UX and developed the UI for enterprise web applications
- Designed user-friendly UX for software products from highly technical documents and specifications
- Developed primary UI in Flash Builder and programmed some of the front-end in AS3

Senior User Interface Architect PSCU Financial Services
St. Petersburg, FL June 2007 – May 2011
www.pscufs.com

- Architected the UX design and front-end UI development for all enterprise web applications from conceptual prototype to completed product for the Software Development Group in an agile, SCRUM oriented environment
- Initially redesigned all applications from old technologies to entirely CSS-based, well-structured and semantically correct, tableless XHTML layouts
- Redesigned every application in Adobe Flex (Flash Builder) using MXML and ActionScript
- Architected the UX/UI for web application used by 24/7 contact center servicing more than 900 credit unions & over 60 million members
- Designed UX & developed UI for external customer facing CardLock web application
- Presented at JBOSS World 2008 lecturing on the advantages of combining Flex with Seam

Senior User Interface Designer Gentiva Healthcare
Webmaster/Senior Web Producer CBS Tampa Bay Channel 10 WTSP (Gannett)
Flash Designer/Developer Velocity Media
Web Intern CBS Tampa Bay Channel 10 WTSP (Gannett)

Education

International Academy of Design & Technology Tampa, FL
B.A. Digital Art & Technology December 2002
Magna Cum Laude (3.88 GPA)

University of West Florida Pensacola, FL
B.A. Communication Arts/Advertising July 2000
Cum Laude (3.5 GPA)