

# SHANNON CATES

UX Designer

## CONTACT

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shannoncates.com

## EDUCATION

M.S. | HUMAN COMPUTER  
INTERACTION  
UNIVERSITY OF MARYLAND  
2018 - 2020

B.A. | PSYCHOLOGY  
UNIVERSITY OF MARYLAND  
2011-2015

## SKILLS

User Centered Design  
Wireframing & Prototyping  
Figma, Sketch, Adobe Products  
Visual Design  
Accessible Design  
User Research & Testing

## RECENT PROJECTS

GSA SAM.gov Design System Team  
Design of GRIT mobile app for  
Veterans

## REFERENCES

Provided upon request.

## SUMMARY

I bring experience in research and psychology, as well as a passion for empathetic design. I love storytelling and applying that ability to understanding users and communicating and solving their needs.

## WORK EXPERIENCE

### SENIOR UX DESIGNER

IBM  
2020 - Present

- Maintained, advised on, and updated design systems
- Worked on Agile team
- Created app and website mockups & prototypes

### DESIGN RESEARCH INTERN

SCHOLASTIC INC .  
Summer 2019

- Conducted user interviews
- Created user personas
- Performed, analyzed, and present discovery research

## VOLUNTEER

### UX DESIGNER

48IN48  
2022

### RESEARCH ASSISTANT

UMD MOTIVATED COGNITION LAB, UMD CAPER LAB  
2014 - 2016