Shivani Mistry

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Summary

UX Designer with 4+ years designing AI-powered enterprise products. Skilled at turning complex AI capabilities into clear interaction patterns, from conversational UI to human-in-the-loop flows for high-stakes decisions. Experienced in building scalable design systems, leading cross-functional teams, and using AI tools to prototype and test ideas faster.

Experience

UX Designer | Bank of New York c/o Tata Consultancy Services Ltd. *(New Jersey, USA)* *Sep 2023-Jul 2026*

- Led end-to-end UX design of an **AI-powered conversational tool,** partnering with 4 engineers and 2 PMs translating natural language prompts into customizable dashboards that **educed task time by 30%**
- Designed high frequency workflows that **decreased cognitive load by 50%** for users managing high-frequency system tasks like account credential rotation and attestation
- Built a scalable, WCAG-accessible design system adopted across 8 internal tools, bringing **consistency at scale** and seamless **developer handoff within Agile workflows**
- **Shortened time-to-insight by 20%** by restructuring a monitoring dashboard's **information architecture,** helping stakeholders detect critical system issues and surface summaries faster
- Led **user research,** stakeholder interviews, usability testing and synthesis for a system availability dashboard to validate design decisions, **improving monitoring and response times by 15%** for internal operational teams

UX/UI Designer | Flextronics *(New Hampshire, USA)* *May 2022-Apr 2023*

- Redesigned robotic spine surgery software workflow **reducing a 2-hour manual process to under 30 minutes** through iterative wireframes and prototypes **improving surgeon's operational efficiency**
- Conducted in-depth **user interviews** with 20+ medical professionals and ran u**sability tests on initial wireframes** that simplified clinical and technical alignment by 40%
- Established a **design system** by removing redundant functions to **simplify navigation and improve visual consistency** across interfaces and delivered minimal yet modern UI in Figma

UX/UI Design Intern | Fibonalabs *(Bengaluru, India)* *Jan 2021-May 2021*

- Designed a consumer web banking app that let users track orders, investments and stocks in one view, **improving task completion by 20%** in usability tests and also designed a Hooked-model employee learning app grounded in **behavioral research**

Product Design Intern | Whirlpool *(Delhi, India)* *May 2020-Jun 2020*

- Led **12 user interviews across 4 cultural backgrounds** and delivered a journey map and research report that Whirlpool adopted to design dishwashers for Indian homes, tailored to house layouts, climate and usage habits

Product Design Intern | Tata Elxsi Ltd. *(Bengaluru, India)* *May 2019-Jul 2019*

- Ran **usability testing** on a Samsung robotic vacuum cleaner and turned **user feedback into a usability report** with prioritized design recommendations for Samsung's design lab.

Skills and Tools

Skills

Interaction Design, Human AI Interaction, Agentic UX, Human-In-The-Loop Design, Conversational UI, Design Systems, User Research, Usability Testing, Information Architecture, Wireframing & Prototyping, Journey Mapping, Data Visualization, Accessibility (WCAG 2.1)

Tools

Figma, FigJam, Framer, Adobe XD, Sketch, Miro, Maze, Jira, Confluence, Gemini, Google Stitch, Claude, Windsurf, HTML, CSS

Education

Master of Science in User Experience and Interaction Design *Aug 2021-May 2023*
Thomas Jefferson University, USA

Integrated Master of Design in Product Design *Jul 2016-May 2021*
GLS Institute of Design, India