

# Shane Mitchell

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## EDUCATION AND CERTIFICATIONS

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<b>Associate of Science, Web Design</b>	Aug. 2022 - Expected 2025
<b>Associate of Arts, Liberal Studies</b>	Aug. 2022 - Jan. 2023
<i>Saddleback College</i>	<i>Mission Viejo, CA</i>
<b>Google UX Design Professional Certificate</b>	Oct. 2023 - Expected 2025
<b>UCI Coding Bootcamp Certificate</b>	Mar. 2020 - May 2020
<b>Bachelor of Art, Double Major: Cinema and Television Arts and American Studies</b>	Aug. 2013 - May 2016
<i>California State University Fullerton</i>	<i>Fullerton, CA</i>

## SKILLS, TOOLS, AND INTERESTS

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- **Skills:** User-Centered Design; Graphic Design; Prototyping and Wireframing; User Research; Usability Testing; Information Architecture; Excellent Communication; Collaboration; Empathy;
- **Tools:** Figma; HTML + CSS; Javascript; Photoshop; Premier Pro;
- **Interests:** Sewing; Photography; Film; 3D Printing/Modeling; Weightlifting; Traveling; Reading;

## PROJECTS

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- **UX/UI Design** Aug 2024 - Present  
*Nature's Nook*  
A fully responsive website design for an outdoor retail business. Focuses on easy navigation and quick checkout process. Made as part of the Google UX Design Professional Certificate program. Performed wireframing, prototyping, mockups, usability studies, iterating on designs based on user feedback, and more.
- **UX/UI Design/ UX Research** March 2024 - July 2024  
*The Downtown Museum*  
An app design for a museum that puts the focus on allowing the user to find information about the museum and book their tickets quickly and easily. Made as part of the Google UX Design Professional Certificate program. Performed UX research, wireframing, prototyping, mockups, usability studies, iterating on designs based on user feedback, and more.

## WORK EXPERIENCE

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|---------------------------------------|-------------------------|
| <b>Orange County Realtors</b>         | July 2017 – Aug. 2022   |
| <i>Member Services Representative</i> | <i>Laguna Hills, CA</i> |
- Leveraged insights from member interactions to identify pain points and opportunities for improved member experiences, contributing to more member-centered problem solutions.
  - Collaborate with teams across departments to relay member feedback and ensure efficient, quality problem solving.
  - Assist in the organization, setup, and execution of events for the company that brought in many sponsors and increased membership.