

Shuchi S. Saxena

Calgary AB | +1.403.978.1169
shuchi.986@gmail.com | shuchisinha.com

| Experience |

_Senior User Experience Architect

City of Calgary

| October 2023 - Present |

Projects: Design System, Green Line, Calgary Event Centre

| Calgary, AB |

-**Define and Drive UX Strategy:** Develop a cohesive UX strategy for the Design System, meet council priorities to ensure alignment across all touchpoints + **Stakeholder Engagement and Negotiation:** Employ advanced written and verbal communication skills to navigate complex conversations, aligning stakeholder requirements with user-centric solutions that also fulfill business goals + **Cross-Functional Collaboration:** Partner with diverse teams to identify core challenges, spearhead user research, and lead design efforts to deliver impactful, data-driven outcomes + **Leadership and Mentorship:** Guide and mentor a team of 8 junior UX professionals, enhancing their project direction, communication capabilities, and stakeholder management skills to elevate project outcomes and foster collaborative relationships

_User Experience Architect

| December 2019 - September 2023 |

City of Calgary

| Calgary, AB |

Projects: Planning and Development, Elections, Climate and Environment, Calgary Transit

-Work with a cross functional team to fully understand client's desired outcomes and identify project goals and KPIs + Conduct usability test on digital solutions + Use data to generate multiple UX solution + Establish robust usability test process + Facilitate goal-oriented group meetings and collaborative exercises + Develop, maintain and grow client relations

_User Experience Designer

| January 2018 - December 2019 |

Critical Mass

| Calgary, AB |

Clients: AT&T, CITI Bank, Calgary Zoo

-Responsible for designing mobile, tablet and desktop applications for various e-commerce websites + Working in fast-paced sprint cycles in an agile environment + Assisted with competitive research, mapping user journeys, ideation to potential solution, IA structure, wireframing, prototyping, user testing and client presentations

| Accomplishments |

_Led design, implementation and communications of multiple projects that are critical to serving Calgarians and meeting Council priorities

_Successfully established a Design System for City of Calgary which has:

_increased the design system adoption by 150%

_the component usage ROI is 900%

_the citizen satisfaction score for Calgary.ca has gone up to 84%

_Awarded spot bonus in August 2019 townhall for dedicated performance for client project by entire UX team of Critical Mass

| Internships |

_Architect

| June 2010 - August 2010 |

Skidmore Owings & Merrill LLP

| New York, NY |

-Developed preliminary design concept - plans of LG headquarters, New Jersey + Prepared plans

_Architect

| June 2008 - July 2008 |

Skidmore Owings & Merrill LLP

| London, UK |

-Worked on plans + model making for a high rise residential complex- Al Sharaq Tower, Dubai

| Education |

_Master of Architecture

| Buffalo, NY |

University at Buffalo, The State University of New York

_Bachelor of Architecture

| Ranchi, India |

Birla Institute of Technology

| Skills |

_Hand + Digital

Figma + Adobe XD + Sketch + Principle + Axure + Adobe InDesign + Adobe Illustrator + Adobe Photoshop + Revit + AutoCAD + V-ray Render + Adobe After Effects + Microsoft Office Suite + Model Making