Shuchi S. Saxena

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Senior UX Architect with **7+ years** of experience driving impactful design solutions and scaling design systems for large organization. Proven record in enhancing digital experiences with a **900% ROI on design system** and an **increase to 84% in user satisfaction**. Skilled in **leading cross-functional teams** and **stakeholder management** using **negotiation and strong communication** skills to align UX strategy with business goals. Seeking to bring **data-driven and user-centered methodologies** to a UX role in tech.

| Experience |

_Senior User Experience Architect | City of Calgary
October 2023- Present

- **UX Strategy Development**: Designed and implemented a comprehensive UX strategy, integrating user-centered design and stakeholder objectives, increasing system efficiency by 20%.
- **Design System Leadership:** Spearheaded the creation and growth of the City of Calgary's Design System, achieving a 150% increase in adoption and a 900% ROI, driving standardization across digital platforms at scale.
- **Team Leadership & Mentorship**: Led and mentored a team of 8 UX professionals, enhancing project outcomes by focusing on skill development in user research, communication, and design execution.
- **Cross-Functional Collaboration**: Aligned stakeholder goals with user needs in high-priority projects (Green Line, Event Centre), achieving a consistent 84% satisfaction score in user feedback.

_User Experience Architect | City of Calgary
December 2019 - September 2023

- I**nnovative UX Solutions:** Implemented user-centered design solutions for Calgary Transit, Elections, and Green Line improving user experience scores by 40%. Key improvements included streamlined digital navigation and accessible design adjustments.
- **User Research & Testing Process Enhancement:** Developed and standardized a usability testing framework, conducting A/B testing and user interviews. Improved testing turnaround time by 30%, resulting in data-driven, user-centered design solutions.
- **Stakeholder Engagement & Relationship Building:** Partnered closely with stakeholders across departments, leveraging advanced communication skills to align user requirements with business objectives. Resulted in a sustained improvement in stakeholder satisfaction and continued relationships.

_User Experience Designer | Critical Mass
January 2018- December 2019

- **Agile Collaboration**: Designed mobile and desktop applications for high-traffic clients like AT&T and Citi Bank within agile sprint cycles, improving delivery speed by 15%.
- **User-Centric Design**: Conducted competitive analysis and user journey mapping that led to an increase in user engagement on key digital platforms.
- **Prototyping & Testing**: Developed IA structures, wireframes, and prototypes, optimizing usability testing processes.

| Education |

_Master of Architecture
University at Buffalo, The State University of New York, Buffalo NY

_Bachelor of Architecture
Birla Institute of Technology, India

| Certifications and Training |

_Leadership Skills
SAIT, Online, In progress

_WCAG Web Accessibility Training
City of Calgary, In progress

_Digital Behaviour Change
Behaviour Design Academy, Coursera, April 2023

_Introduction To The Philosophy Of Cognitive Sciences Certification
University of Edinburgh, Coursera, March 2022

_Interaction Design
University of California, Coursera, 2017 -2018

| Accomplishments |

_Design System Success: Led a design system overhaul that increased component adoption by 150%, achieved a 900% ROI, and elevated citizen satisfaction on Calgary.ca to 84%.

_Awarded Spot Bonus: Received a performance bonus at Critical Mass for client project excellence, recognized for delivering high-quality UX solutions that significantly boosted user satisfaction.

| Skills |

Research, Design & Testing: Design thinking, design systems, user interviews, A/B testing, usability testing, data-driven design, end-to-end design

Collaboration & Leadership: Cross-functional team leadership, stakeholder engagement, UX strategy, negotiations and strong communication

Design & Prototyping: Figma, Adobe XD, Sketch, Principle, Axure