# Katie Shultz

UX (User Experience) Researcher/Designer and Systems Analyst

UX Researcher/Designer and Systems Analyst obsessed with intuitive information architecture and seamless user flows. Motivated to ethically apply AI and committed to inclusive design.

## UX/UI Projects

**UX Researcher/Designer** - Austin Zoo
*February/March 2025*
Redesigned a responsive, accessible website improving usability. Restructured information architecture for intuitive navigation. Developed streamlined flows for ticket purchasing and venue requests, alleviating overworked staff.

**UX Researcher/Designer, Brand Designer** - bar One
*November/December 2024*
Devised an innovative cocktail recipe memorization system solving a key learning barrier for aspiring bartenders. Incorporated a tiered pricing model to attract entry-level users while supporting scalable revenue growth, aligning user accessibility with business sustainability.

**UX Researcher/Designer, Brand Designer** - Teer
*April 2025*
Built a streamlined onboarding flow with profile-based filters to enhance personalization. Created an optional survey to uncover and address user and nonprofit needs. Added save/share features to gamify the experience and increase engagement—innovative for volunteer platforms.

**UX Researcher/Designer** - Texas x Texas
*January 2025*
Identified and resolved major user frustrations with a DMV (Department of Motor Vehicles) task by creating an online form to replace in-person visits. Streamlined the user experience by including a detailed document checklist and breaking the form into clear, digestible sections to reduce cognitive load. Validated and refined the design through creative usability testing scenarios, uncovering and resolving key user friction points.

## Experience

**Systems Analyst IV** - Disability Determination Services for Social Security (SSA), Austin, TX
*January 2023 - June 2025*
Developed and refined Standard Operating Procedures (SOPs) improving operational efficiency. Managed cross-functional projects supporting interdepartmental alignment. Built and maintained automated MicroStrategy reports for senior leadership, including dataset creation and configuration. Bridged the gap between outdated data practices and contemporary analytics solutions through clear communication and actionable insights.

**Disability Claims Examiner** - Disability Determination Services, Austin, TX
*September 2018 - December 2022*
Adjudicated disability claims by evaluating medical and vocational records. Partnered with medical consultants to support case decisions. Managed 120–200 active cases with accuracy and efficiency. Held security clearance. Promoted to specialized military claims unit.

## Contact
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## Education
*Certificate, UX Design*
Designlab UX Academy
September 2024 - April 2025

*Hendrix College, Arkansas*
Bachelors of Arts (B.A.)
English

## Skills
User Research and Synthesis
Information Architecture
Wireframing,
Prototyping
Design Systems
Systems Analysis
Usability Testing

## Tools
Figma
Maze
Webflow
Adobe XD
Miro
ChatGPT