

Dipan Shah

User Experience Designer
Holds NV1 Security Clearance

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OVERVIEW

I'm a User Experience Designer based in Sydney, Australia. I'm passionate about improving the lives of others through design. I have experience in UX strategy, research, information architecture, usability and experience design. My work has provided me with exposure and a broad knowledge base within Enterprise, Education, Government, and Defence, across Europe, United States, and Australia.

EXPERIENCE

2020-2022

Fifty Zoo (Sydney)

Principal UX Designer

Responsible for delivery of research, analysis, concept development, documentation and testing across Defence, Federal and State projects including: Army – C4 Edge Phase 2, Defence Innovation Hub – Systems Integration Lab, Defence Industry Supplier – Domestic Situational Awareness (C2) Platform.

2019-2020

Wunderman Thompson (Sydney)

Senior User Experience Architect

Was primarily on secondment as a lead UX practitioner within the Design team at Dan Murphy's (now Endeavour X) to provide support towards ongoing initiatives for their Mobile App. Also worked on UX deliverables for a major initiative by Elder Abuse Action Australia (EAAA).

2015-2019

Wunderman-Bienalto (Sydney)

Senior User Experience Designer

Led UX deliverables and mentored junior team members across projects for organisations such as: Woolworths, Suncorp, IP Australia, Dan Murphy's, Herbert Smith Freehills, and Engineers Australia.

2013-2015

ING DIRECT (Sydney)

Senior User Experience Designer

Responsible for deliverables across user research, concept development, design and testing. I worked on the experience design of the mobile app, tablet and desktop online banking.

2000-2013

Bienalto(Sydney), Different (Sydney), Human Factors International (UK), AKQA (UK), Egg (UK), Cambridge Technology Partners (UK)

User Experience Designer

As part of design teams of several consultancies, I have held responsibilities for user research, usability testing, user experience definition and UX project management for clients including: Vodafone (US), Microsoft (UK), Sainsbury's (UK), Citibank (UK), Macquarie, MLC, Engineers Australia, Charles Darwin University, and Suncorp

EDUCATION

MSc. in Interactive Computing Systems Design (HCI)

Loughborough University (UK) | 1995 - 96

BSc. (Hons) in Computer and Management Sciences

University of Warwick (UK) | 1991 - 94

CERTIFICATIONS

Certified Usability Analyst

Human Factors International (UK) | 2007

Using TeamSite

Interwoven (UK) | 2001

SKILLS & TOOLS

Strategy

Stakeholder Interviews, Requirements Gathering, Heuristic Evaluations, Competitor Analysis, Content Audit

Research

Contextual Inquiries, Usability Testing, Observations, Card Sorting, Affinity Diagramming, Task Analysis, Personas

Experience Design

User Scenarios, Journey Mapping, Storyboarding, Wireframing, Information Architecture, Navigation Modelling, Functional Specifications, Prototyping

Design Tools

Figma, Sketch, Miro, Axure RP Pro, Omnigraffle, Visio, Morae, WebEX

PUBLICATIONS

Integration of User Experience at Cambridge

IHM-HCI 2001 proceedings, Lille, 10-14 September 2001
Authors: Dipan Shah, Nick Leonard

An Investigation into Supporting Collaboration over the Internet

Computer Communications - Special Issue: Internet State-of-the-art; Volume 20 Number 16 Jan 1998
Authors: Dipan Shah, Linda Candy, Ernest Edmonds