

SHASHIN PATEL

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TELEVISION **Sr. CX Systems Engineer** | AT&T Digital Retail & Care 7/2017 - Current
Sr. UX Designer | DIRECTV 6/2014 - 7/2017

- Customer experience lead saving \$MM+ on Modern UX rollout and Next Gen TV setup
- UX design lead for Genie DVR Modernization in 26M+ homes, connecting internet for 19M+, and Customer Care experiences in 30M+ homes
- Re-architected NFL Sunday Ticket Web UX to fully responsive & video-first for 20M+ fans

'16 Merit Award, OmniGraffle, Balsamiq, Trello, JIRA, Confluence, Axure, MS Office, Whiteboards

TECH **CEO** | Acute-Robot.com 3/2016 - Current
STARTUPS **Head of Product** | Ticketfree 1/2014 - 4/2014
Head of Product | Qudos.com 5/2012 - 4/2013
Information Architect | VDIO.com 6/2010 - 3/2012

- Launched iOS Apps: mappod.co | oodlesreef.com | parkaidapp.com
- Storyboarded atomic UX designs, managed prototypes & specifications using Agile dev
- Managed Kanban boards, built wireframes, and mapped CX journeys & lean processes
- Built site mini-maps, screen flows & competitive research decks for tech & exec teams

Balsamiq, Sketch, Trello, Antetype, Silverback, iWork, Whiteboards

AEROSPACE **Systems Engineer 3** | Northrop Grumman - B1 Mission System 9/2007 - 7/2010

- 14/14 successful critical reviews for the Office of the Secretary of Defense using CMMI5
- Modernized ground-based mission planning experiences for in-flight use
- Redesigned Mission Critical Data Sheets improving quality and quantity in displays
- Managed 5000+ requirements in DOORS, reliability testing, and MS Project plans

'09 CMMI-5 + SETDP, '07 Recognition of Excellence, MS Office, DOORS, .NET | DOD Secret Clearance

Systems Engineer 1 | Raytheon - F/A-18 ATFLIR 4/2006 - 9/2007

- Team Lead for \$2.6M maintainability redesign improving availability for US Navy abroad
- Created 36 integrated tech repair manuals for 3600+ parts and trained Senior Air Techs on repair process for the electro-optical sensor unit

'07 SETDP + R6Sigma, MS Office, Pro-E | DOD Secret Clearance

EDUCATION **UNIVERSITY OF SOUTHERN CALIFORNIA** 2003 - 2005

B.S., Industrial & Systems Engineering with Information Operations Management

Vice President, Alpha Pi Mu Engineering Honor Society, Dean's List

UNITED STATES NAVAL ACADEMY 2001 - 2003

National Service Defense Medal for active military service during 9/11