

OPEN TO FULL-TIME
OPPORTUNITIES

CONTACT

LOCATION

Sebring, FL

PHONE

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PORTFOLIO

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LINKEDIN

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CORE SKILLS

UX/UI Design

User Research

Wireframing

Prototyping

User Flows

Design Systems

Usability Testing

Information Architecture

Accessibility

AI Content Evaluation

Agile & Scrum

Cross-Functional Collab.

TOOLS

Figma · Adobe Creative Suite

Google Workspace · Notion

Wix Studio · Midjourney

Generative AI Platforms

EDUCATION & CERTIFICATIONS

UX Design Immersive Certification

General Assembly · 2023

Project Management (Scrum & Agile)

Coursera / Google · 2023

Advanced Individual Training

Operating Room Technician — U.S.
Army

Shannon S. Austin

Product & UX/UI Designer

SUMMARY

UX/UI designer and researcher with 10+ years of freelance design and illustration experience — the last 3+ focused specifically on UX/UI — creating responsive web and mobile solutions, conducting user research, and developing intuitive, evidence-based workflows. Hands-on experience evaluating AI-generated content and interactions adds a practical, UX-informed perspective to how generative tools shape real user experience. Background spans healthcare, military service, freelance design, and AI evaluation work.

PROFESSIONAL EXPERIENCE

AI Evaluator & UX Contributor — Outlier AI · Remote

2024 – Present

- Evaluate AI-generated interface content, conversational flows, and responses for usability, clarity, accuracy, and overall user experience quality, applying structured UX heuristics to each review.
- Review prompts and interaction workflows to flag usability gaps and recommend improvements to generated outputs — direct, ongoing exposure to how generative AI intersects with UX practice.

Solo UX/UI Designer — Myers Jackman Luxury Spa · Jacksonville, FL

2023

- Owned the UX process end-to-end for a responsive, bookable luxury spa website — research, wireframes, prototyping, and handoff.
- Usability testing validated the booking flow with a **75% navigation approval rating** and an **85-second average** time to complete a booking; identified and resolved a contrast/legibility issue on dark backgrounds.

Lead UX Researcher — HiFi Bridge · Remote

2023

- Designed merchant dashboard workflows for a B2B crypto-to-FIAT payment platform entering a market with no existing user data to draw from.
- Conducted interviews, built personas, and mapped user journeys to establish the research foundation for a 0-to-1 product.

UX Designer — PetSmart Medical · Remote

2023

- Interviewed veterinary technicians and pet owners to surface workflow and retention pain points behind a medical-services CRM concept.
- Translated research into wireframes, prototypes, and journey maps spanning both staff- and customer-facing experiences.

Freelance Illustrator & Designer — Remote

2014 – Present

- 10+ years creating illustrations, layouts, storyboards, and branded visual assets for small business and individual clients.

MILITARY EXPERIENCE

Operating Room Technician / Combat Medic — United States Army

Served 8 years in high-pressure medical environments supporting mission-focused operations — experience that continues to inform an empathetic, detail-driven approach to design.