SHELBY LUONGO

CONTACT

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AWARDS

Hewlett Packard Enterprise
First Place Technical Project
July 2016

School of Informatics and Computing
Corporate Partner Scholarship
Kohl's | August 2015

Corporate Partner Scholarship
Apparatus | August 2014

Aspiration Scholarship | April 2013

TECHNICAL & DESIGN SKILLS

Design Software
Figma
Invision
Miro
Sketch
Mixpanel

Web Development
HTML/CSS
SQL/MySQL

EDUCATION

MASTER OF SCIENCE: HUMAN COMPUTER INTERACTION DESIGN
May 2018

BACHELOR OF SCIENCE: INFORMATICS
May 2016

Indiana University
School of Informatics, Computing and Engineering
Bloomington, IN

PROFESSIONAL EXPERIENCE

USER EXPERIENCE DESIGNER, SENIOR B
Blackbaud | June 2018 - Present
- Research, develop, and iterate on solutions to a variety of problems within current and upcoming Blackbaud Education products.
- Participate in daily meetings with the 2-3 larger development team and weekly meetings with the product manager and lead developer of Enrollment Management Services, Core, and Financial Aid.
- Create and test prototypes in order to validate the value and user experience of the solution and features.

INDEPENDENT CONTRACTOR
California Educational Technology Professionals Association | May 2018 - July 2020
- Provided cyber security and wireless networking subject matter expertise and course development assistance, including contributing to recorded podcasts, drafting, and refining assignments, creating assessments, and drafting gPortfolios.
- Participate in weekly meetings for up to 4 hours per week on both wireless and cyber security courses to discuss changes, updates, and to work through problems together as a team.

GRADUATE COURSE COORDINATOR
Introduction to Informatics | Aug 2013 - May 2018
- Ensured the academic mission of the class, Introduction to Informatics was maintained through the implementation of rules established by Indiana University.
- Provided support to all of the instructors teaching labs, answered lab and lecture questions, covered office hours and moderated grades.

GRADUATE SUPERVISOR
Serve IT Nonprofit Clinic | Aug 2016 - May 2018
- Oversaw 3 undergraduate teams of 5-10 students, Design and User Testing, City of Bloomington, and Arts Alliance of Greater Bloomington, by monitoring weekly team meetings, work sessions, and client meetings held by undergraduate capstone interns.
- Maintained the message of the clinic by being a technical and design role model at Indiana University as well as the community of Bloomington, Indiana.