

SHINY CROOSPULLE

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PROFESSIONAL SUMMARY

- 10+ years experience in UX & Product Design: Delivered digital projects and boosted engagement.
- Project Management: Led IT projects with on-time delivery and improved team communication.
- Technical Skills: Built interfaces and user flows; skilled in front-end development and UX/UI tools.

SKILLS & TOOLS

User Research | Wireframing | Visual Design | Interaction Design | Usability Testing | Project Management | Figma | Sketch | Adobe Creative Suite | Invision | Lovable | Miro | Visual Studio | HTML/CSS | Swift

EXPERIENCE

Infosys (December 2025 - Present)

LEAD USER EXPERIENCE DESIGNER

Client: World Bank Group — WBG Technology Hub

- Led the design of an enterprise Technology Hub for the World Bank Group, transforming a consolidated portal concept into a centralized platform for enterprise technology insights, enabling directors across the bank to obtain a high-level view of the technology landscape.
- Drove an iterative, collaborative design process with stakeholders, testing multiple approaches to translate complex requirements into a well-structured, user-centered dashboard experience across Portfolio, Applications, Technologies, and Data views.

Client: CVS Health — AI-Powered Enterprise Learning Platform

- Designed an AI-powered enterprise learning platform for CVS Health, creating personalized journeys, real-time support, and scalable workflows in collaboration with product, engineering, and AI teams. The platform reduced training time for new customer service representatives and contributed to \$60M in cost savings.
- Created high-fidelity, WCAG-compliant experiences and reusable design patterns, improving usability, accessibility, inclusivity, and design consistency.

Bank of America (July 2019 - September 2025)

AVP, UX DESIGNER & UI DEVELOPER

- Led UX design for 4+ digital interface projects, including dashboards and reporting tools, improving user engagement by 20% and achieving higher satisfaction scores.
- Designed wireframes, interactive prototypes, and user flows that accelerated feature rollout by 25%, while ensuring alignment with financial services business goals and compliance standards.
- Improved self-service adoption by 30% by redesigning user guides, FAQs, and onboarding experiences, leading to a significant reduction in support inquiries.
- Collaborated with cross-functional teams in Agile environments, effectively communicating design concepts to senior stakeholders and ensuring smooth handoffs to development.

Moody's Corporation (May 2017 - May 2019)

IT PROJECT MANAGER

- Managed multiple IT infrastructure projects across all phases of development, delivering solutions on time and within budget, contributing to a 98% project success rate.
- Translated complex technical concepts into clear, accessible language for non-technical stakeholders, improving cross-team alignment and reducing miscommunication by 30%.
- Designed the user interface for an automation system in collaboration with the product owner and engineering team, enhancing usability and increasing workflow efficiency by 25%.

FDM Group (January 2017 - October 2020)

IT CONSULTANT

- Completed intensive training in Java Development, UX/UI design, and Project Management; served as an IT Consultant at Moody's and Bank of America, improving system efficiency and designing intuitive interfaces.

Guidepoint (June 2016 - December 2016)

iOS DEVELOPER, INTERNSHIP

- Designed and developed a mobile application in an agile environment, collaborating with designers and product managers to create user-friendly interfaces and improve task efficiency by 20%.
- Delivered wireframes, prototypes, and user flows on schedule, ensuring seamless communication with stakeholders and meeting client expectations with a 100% approval rate.

EDUCATION & CERTIFICATES

- B.S in Computer Science, Integrated Digital Media: New York University (NYU) - 2016
- UX / UI Mobile Design Certificate Program: Pratt Institute - 2018
- Awards: HackNYU Hackathon Winner (2016) · Myron M. Rosenthal Award, Best Senior Project in Computer Science, NYU (2016)