Gabe Shute

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SUMMARY

UX/UI designer with a background in sociology and music education, and three case studies that each went through usability testing with five people. I research how people actually use a product, prototype quickly, and turn test findings into prioritized, documented design changes. Years of customer-facing operations work have taught me to stay calm, organized and clear under pressure.

PROJECTS

Libby Library App Redesign · Concept mobile app, solo · 2026

- Audited the current app screen by screen, then brainstormed fixes on an affinity map in FigJam
- Redesigned search, the bookshelf and holds, book details, notifications and dark mode from three rounds of Figma wireframes to hi-fi screens and an interactive prototype in Figma Make and Claude Design
- Ran usability testing with 5 participants, synthesized feedback with an affinity map in FigJam, and ranked findings by how many testers raised each one
- Made 10 design changes from the results, including labeled navigation, a full book page, estimated hold dates and a Missed holds section
- Documented two findings I chose not to act on, with the reasoning, and ran a heuristic evaluation to plan round 2

Gas Range Control Panel Redesign · Concept product design · 2026

- Moved burner knobs from hip height to the back panel so they can't be turned on by accident, and added status lights for gas on and hot surfaces
- Iterated through 21 versions of the control panel, marking up each one and fixing the issues in the next
- Built a clickable prototype and tested it with 5 people; made 6 changes and documented why 2 other findings didn't warrant one

EXPERIENCE

UX Designer · Pole studio app (private project) · Sep 2026 – present

- Leading UX for a mobile app for pole fitness studios, working with an engineering manager who runs a large, live customer-facing website
- Designing class booking through the studio's existing booking system, a move library with instructor sign-off, combos, level progress and practice tracking
- Designing separate experiences for students, instructors and front desk staff, including waivers and private health notes; the prototype is on its fifth version

UX Designer (Freelance) · Pocket Grief, small-business website · Jun 2026 – present

- Interviewed the owner, audited the existing site page by page, and mapped the journeys for a gift purchase and a bulk order
- Designed a fully bilingual English and Spanish site after learning that Spanish speakers were a large share of customers
- Tested Version 1 with 5 people: all 5 struggled to choose between single copies and bundles, and 4 needed product pages
- Built Version 2 around those findings, with product pages, a look-inside gallery and a shop that leads with single copies

Lead Resort Coordinator · Harmony Pet Resort & Spa · Apr 2025 – Mar 2026

- Coordinated daily operations for up to 120 animal guests, assigning staff tasks and adjusting workflows as priorities shifted
- Owned medication for every boarding dog, keeping accurate records so each animal got the right dose on schedule
- Served as a main point of contact for pet owners, listening to concerns and explaining care plans clearly to build trust

EDUCATION

Bachelor of Liberal Arts, Sociology & Music, Cum Laude · University of Massachusetts Lowell

- Two years of music education training, including coursework in music pedagogy

Associate's Degree in General Studies · Community College of Rhode Island

- One year of music education training. Music theory tutor, giving one-on-one support to students with foundational and advanced concepts
- President of the Opera Club: ran club operations, organized events and mentored members

UX TRAINING

- **Figma Masterclass** · Mizko — built a full design system in Figma
- **Self-directed study** — Google UX Design course videos, plus ongoing mentorship from an experienced UX designer

SKILLS

UX: user research, stakeholder interviews, site audits, usability testing, affinity mapping for brainstorming and synthesis, prioritization, heuristic evaluation, journey mapping, information architecture, wireframing, interaction design, UI design, design systems, prototyping, accessibility (WCAG 2.2 AA) and color contrast checks, designing bilingual (English and Spanish) sites

Tools: Figma, FigJam, Figma Make, Claude Design, Wix, Google Workspace, Microsoft Office

Working style: clear written and verbal communication with diverse stakeholders, calm under pressure, quick to learn new platforms