

Mency Lobo

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EXPERIENCE

Sr UX Designer & Researcher

Indiana University

- Led a multidisciplinary team of 7 including designers, researchers, and developers on an NSF-funded project to **design autonomy in health-based AI assistant**, ensuring seamless collaboration and innovation.
- Led the design of a **Multimodal Intelligent Health Assistant** in collaboration with AI developers, incorporating features that gives users complete autonomy over the chatbot and foster trust.
- Conducted **detailed visual QA** across developed interfaces, identifying and documenting UI inconsistencies against Figma design specs, resulting in improved design accuracy.
- Designed and analyzed a survey** conducted with 31 older adults to explore users' perspectives on using voice assistants for health information management and inform participatory design sessions.

Feb 2025-Present

Indianapolis, IN

Product Designer

Stealth Startup

- Led the end-to-end design of a **mobile app from concept to launch**, working closely with cross-functional teams to ensure business alignment and **successful product launch**.
- Designed and **optimized 7 user flows**, and **addressed edge cases** to enhance the overall user experience and app functionality.
- Designed **4 mobile notification frameworks** and **crafted notification UI and copy** for 7 scenarios, iterating across multiple rounds for clarity and impact.
- Built and launched the **company's marketing website using a no-code platform**, aligning design with brand strategy and optimizing for responsiveness and performance.

July 2024-June 2025

Indianapolis, IN

UX Designer

Johnson Controls

- Led the **end-to-end design process** of ExacqVision (Video Surveillance System) from research, ideation, and wireframing to prototyping, **increasing usability by 54%**.
- Performed in-depth user research using interviews, field visits, personas, and competitive analysis combined with ideation workshops to **redesign 3 main user flows**, leading to a **63% reduction** in average **task completion time**.
- Established and managed a **robust design system** with concise wireframes, clickable components, and UX documentation, **enhancing stakeholder communication**.
- Collaborated with a cross-functional team, resulting in **efficient project planning** and stating **8 key product requirements**.

Sept 2023-May 2024

Fishers, IN

UX Designer & Researcher

Indiana University

- Iteratively designed an **interactive prototype** for a Gen-AI-powered health app by transforming UX research concepts into high-fidelity mockups and **validated the concept with 9+ users**.
- Created **wireframes, user flows**, and **high-fidelity UI** designs to conceptualize **4 AI/ML features**, such as text summary and chatbot, addressing 6 user needs.
- Executed comprehensive **accessibility assessments** of the prototype and the design library, achieving 100% compliance with **WCAG guidelines** and creating a universally inclusive product.
- Led 6 focus groups** to test the efficiency of the autonomy profiles and **analyzed 720 hours of video footage**, identifying 13 themes and **recommending 5 key updates** to the profiles for an improved understanding of the user base.

Aug 2022-May 2024

Indianapolis, IN

Product Designer

Mealth Pvt Ltd

- Led the **end-to-end design process**, conducted **comprehensive user research**, and **crafted strategies to drive adoption** for a mental health service providing platform that helped the team raise **3.5M INR in funding**.
- Analyzed market trends and evaluated 5 competitors' products to inform design decisions, generated **5+ innovative solutions**, **designed the MVP**, and **conducted 7+ usability study sessions**.
- Collaborated** closely with the CEO and developers to **refine design solutions** throughout the development lifecycle, ensuring project success by implementing **high-impact product enhancements**.

July 2021- March 2022

Assam, India

EDUCATION

Indiana University

Master of Science in Human-Computer Interactions

May 2024

Indianapolis, IN

St. Xavier's College

Bachelor of Science in Physics

May 2021

Mumbai, India

SKILLS

Tools: Figma, Balsamiq, Adobe XD, Miro, Voiceflow

Design: Sketching, Wireframing, Prototyping, Information Architecture, Storyboarding, Visual design, Ideation, Interaction design, Design System, WCAG Web Accessibility, UX Writing, Conversational UX

Research: User Research, User Interviews, Focus Groups, Surveys, Competitive Analysis, Affinity Diagrams, User Personas, Empathy Mapping, User Journey Mapping, User Flows, Usability Testing, Heuristic Evaluations, Product Strategy