

# Mency Lobo

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## EXPERIENCE

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**UX Lead** Feb 2025-Present  
*Indiana University* Indianapolis, IN

- Leading 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.
- Designed a health AI chatbot in collaboration with AI developers, incorporating features that gives users complete autonomy over the chatbot and foster trust.

**Product Designer** July 2024-Present  
*Stealth Startup* Indianapolis, IN

- Led the end-to-end design and development 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.

**UX Designer** Sept 2023-May 2024  
*Johnson Controls* Fishers, IN

- Led the end-to-end design process of ExacqVision's 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 desktop 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.

**UX Designer** Aug 2022-May 2024  
*Indiana University* Indianapolis, IN

- 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.
- 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.
- Identified key pain points in the user experience of an AI tool through a comprehensive UX Audit and recommended suggestions for improvement.

**Product Designer** July 2021- March 2022  
*Mealth Pvt Ltd* Assam, India

- Led the end-to-end design process, conducted comprehensive user research, and crafted strategies to drive adoption.
- 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.

## EDUCATION

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**Indiana University** May 2024  
*Master of Science in Human-Computer Interactions* Indianapolis, IN

**St. Xavier's College** May 2021  
*Bachelor of Science in Physics* Mumbai, India

## SKILLS

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**Tools:** Figma, 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