

Senior UX Designer and Researcher: Dedicated to the craft and process of design. A passion for Lean UX and iterative methods. Experienced in developing research, moderating workshops, and building functional prototypes. **A mentor in my spare time.** Fortunate to have worked with some amazing people at Lloyds Banking Group, Vodafone, HSBC, Designlab, Picsolve, Deutsche Bank, and many more. Currently looking for my next adventure.

— EXPERTISE —

8 Years experience

Create clickable prototypes | Moderate usability testing | Design and manage component libraries | Plan and run workshops | Detailed interaction design | Leveraging Storytelling | Sketch | Figma | Axure | Photoshop | Illustrator | InVision

— EXPERIENCE —

Mas & Pas - Senior User Experience Designer (Contract) March 2021 - Present

- Acting as the sole UX designer at Mas & Pas - a **complex events platform**. Community areas, and registration journeys.
- Brainstormed new approaches to improve the platform with Product Owner and Devs through **sketching** sessions.
- Ran **user testing** sessions and workshops to understand the needs and current problems with the platform, to iterate on.
- Created high-quality designs and **clickable prototypes**. Making sure the team were all aligned on requirements.

Hi Mum! Said Dad - Senior User Experience Designer (Contract) February 2021 - March 2021

- Short term role, working with a small banking start up focused on helping small African businesses manage their money and current **socioeconomic problems**. We ran workshops, design prototypes, and developed propositions.

Albany Beck - Senior User Experience Designer (Contract) November 2021 - February 2021

- Working with Deutsche Bank on a transactional monitoring system meant there were a series of complex challenges.
- Designed **new components** to help users track fraudulent international transactions on the platform.
- Developed discussion guides and protocols to run usability testing sessions remotely, **identifying major pain points**.
- Participated in and ran workshops focused on creating new components, making sure our interaction design was optimized.

Lloyds Banking Group - Senior User Experience Designer (Contract) April 2019 - October 2020

- Responsible for the experience of Lloyd's internal relationship managers, end to end.
- Designed and moderated workshops with stakeholders and users to determine requirements and direction of travel.
- Built prototypes using Axure and Sketch, **created a storage system** for prototypes so cross department teams could use it.
- Planned and carried out usability testing and other user testing, including card-sorting, to identify key opportunities.
- Applied my knowledge of managing multiple projects across multiple products at the same time.
- Reduced the Relationship Managers number of software used from **18 programs, to 3**.

— SELECTED OTHER EXPERIENCE —

Vodafone - Senior User Experience Designer (Contract) December 2018 - March 2019

Lloyds Banking Group - Senior User Experience Designer (Contract) November 2017 - August 2018

Friday - HSBC - Senior User Experience Designer (Contract) June 2017 - November 2017

— EDUCATION AND MENTORING —

MSc Human Factors | Loughborough University 2015

BSc Psychology | Surrey University 2014

UX Mentor | UXPA, FutureRising, and Designlabs 2016 - Present