

UX Designer

Achievements

- ✦ Lead interaction designer for a charity project with Shelter. Streamlined their processes from the ground up when it came to requesting data by creating a user-friendly database that enabled researchers to easily update it and non-researchers to access information quickly and efficiently.
- ✦ Improved UK Immigration Status services by investigating negative user feedback on errors when attempting to check multiple users consecutively. Designed to user needs and introduced an option to perform consecutive checks seamlessly. Conducted usability testing to demonstrate the significant improvement in efficiency for users, resulting in faster and more confident completion of consecutive checks.
- ✦ Created a best practice guide on prototype usage for developers to improve collaboration between design and development teams. Promoted the guide across monthly meetups, resulting in increased awareness and adoption of the guidelines as standard practice within the community.

Skills

UX/UI Design	User Research
Mobile Design	Usability Testing
Interaction Design	Accessibility heuristic audits
Low and High Fidelity Prototyping	Competitive analysis
Using Design Systems	Asset creation and optimisation
User journey and service mapping	Typography
Storyboarding	Layouts
	Iconography

Technical Skills

Prototyping in code
HTML
CSS
Javascript

Tools



Certifications

2020 UX Certificate — Nielsen Norman Group
Additional Interaction Design Speciality Designation
Certificate No.: UXC #1039582, achieved on 26/09/2020

Work History

Junior Interaction Designer 11/22 — present
UK Home Office

My day-to-day tasks are:

- Designing accessible and effective services based on user needs and evidence found in user research
- Visualising and mapping out design issues by creating user journeys and process maps
- Creating design artefacts such as interactive prototypes, design presentation decks and handover documents
- Facilitating and participating in workshops to communicate design decisions and get feedback
- Collaborating cross-functionally with both internal and external teams to deliver accessible services to the Home Office and the public
- Working closely with user research teams to analyse findings and use insights to inform design decisions
- Providing guidance and helping onboard new team members
- Advocating for user needs to different professions such as Product Management and Development when moving a new feature forward in the workflow
- Employing Agile methodologies by updating Kanban boards, and setting and working towards goals in bi-weekly sprints
- Staying engaged with the user-centred design (UCD) community by contributing resources and actively participating in discussions.

Associate Interaction Designer 11/21 — 11/22
Digital Career Development Programme

UK Home Office

- Advocating for users and understanding user needs to design simple, effective and accessible services
- Iteratively creating and refining prototypes to effectively communicate and test design ideas based on user evidence
- Mapping user journeys, processes and visualising design problems
- Championing a collaborative working environment within multidisciplinary teams by sharing design work, participating in research activities and workshops, and communicating design decisions
- Using best practice and standards to design services consistent with the rest of government and the Home Office
- Taking responsibility for my own learning and development and seeking opportunities to improve my knowledge and experience

QA / UX Hybrid 04/19 — 11/21
Square Enix

Working across all major brand sites to improve the web team's UX Maturity. Implementing regular design reviews, organising workshops between design and developers, holding presentations about new UX findings and writing UX documentation.