

**I'm an empathetic and adaptable creative service designer with a degree in BA Product Design. I've entered the world of public service, demonstrating innovation and complex problem solving.**

## **Experience**

### **Service Designer, Home Office**

*(February 2024 - Present)*

- Leading Home Office Figma SD Toolkit library efforts
- Working with agile teams and diverse stakeholders
- Leading end-to-end service improvements including across policy and front-line operations
- Received multiple performance rewards from directors and senior management

### **UI/UX Designer, Housemates**

*(August 2021 - February 2024)*

- Sole designer responsible for the UI and UX of B2C and B2B products.
- Management and development of the design system.
- Coordinate workshops with users and stakeholders.
- Developed research and data collection strategies.
- Ownership over rebranding, marketing materials and HTML emails.

### **UX Designer, THG**

*(June 2020 - August 2021)*

- Responsible for the design of Enterprise and SaaS products (CMS, Fraud, Customer service, ECRM) for Ingenuity clients including Homebase, Coca-cola, Braun, Myprotein.
- Management & development of design system.
- Coordinate ideation and iteration workshops with users and stakeholders.
- Team process improvement (documentation, UX review, user databases).
- Coordinate University outreach work.

### **School of Design Ambassador**

*(October 2018 - May 2020)*

### **Interior architecture & design intern, DayTrue**

*(August 2018)*

## **Education**

### **1:1 BA (Hons) Product Design, University of Lincoln**

*(September 2017 - May 2020)*

RSA brief, environmental issues, wearable tech, design thinking, sensory and visual considerations, dissertation on UX in public spaces.

### **A levels, Shrewsbury Sixth Form College**

*(September 2015 - July 2017)*

Product Design A\*, Geography A, Economics A, Chemistry D

## **Skills**

- Figma, Sketch, Zeplin, Miro, Confluence, Jira, Adobe CC, Office 365, Hubspot, Mixpanel, Userbrain, Hotjar
- Presentations
- Design systems
- Ideation & iteration
- High & low fidelity prototyping.

## **Achievements**

- Student of the year, Product Design
- Samsung Design Award
- Industrial Cadet, Gold
- B&Q Design recognition
- Duke of Edinburgh, Bronze

## **Hobbies & interests**

Hiking, travel, movies, coffee, dog training, cooking, photography

*References available on request*