Curriculum Vitae

Personal details

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D.O.B. 24/08/78

Introduction

As a product designer, I work closely with stakeholders to define success metrics—such as user satisfaction, adoption rates, and usability ratings—and align the product design to meet these goals.

By conducting user research, testing prototypes, and gathering real-time feedback, I continuously refine designs to optimise performance.

I collaborate with analytics and product teams to track post-launch metrics, ensuring that my work not only meets user needs but also supports business outcomes. This approach allows me to create impactful, user-centred designs that drive measurable growth and success.

Skills Figma

Sketch Photoshop

User moderating
Workshop facilitation

HTML, CSS

Qualifications

Degree BA (hons) Graphic Design 2000-2004 (Staffordshire University).
GCSE 8 x graded A-C. 1989-1994 (William Gee Secondary School).

Employment

Title Facilitator
Company Design Sprint X

Duration January 2024 – ongoing

Duties Facilitating design sprints to help teams tackle big challenges through

ideation, prototyping, and testing ideas with real users.

Title Product Designer (contract)

Company British Gas, remote

Duration December 2022 – ongoing

Duties Helping to build the new British Gas App for energy customers.

Day to day work includes: organising and moderating user research sessions with users; designing prototypes in Figma and running

workshops with business stakeholders.

Title Product Designer (contract)

Company bp, remote

Duration June 2021 – December 2022

Duties Helping to create a best in standard global fleet management product.

Duties included: running workshops, designing prototypes and

moderating user testing sessions.

Title UX Designer (contract)
Company British Gas, Staines
Duration July 2019 – June 2021

Duties I have helped to improve existing features and introduce new

improvements to the customer facing British Gas website.

Day to day work includes guerrilla research, user testing (in the on-site lab), facilitating workshops with stakeholders and designing prototypes in

Sketch and HTML.

Title Interaction Designer (contract)

Company Department for Work and Pensions, London

Duration July 2017 – Jun 2019

Duties User interaction design within the digital DWP team helping to design

and reiterate the Universal Credit service.

I worked within a team of content designers, user researchers, business analysts, testers and developers. We used an Agile methodology to create products and features with the user in mind. The designs were predominately created using the GDS prototyping kit and were user tested in a lab or in a Jobcentre – then re-iterated accordingly.

Title UX Designer (contract)

Company Methods Digital (onsite at The Skills Funding Agency, Coventry)

Duration April 2017 – June 2017

Duties I worked as part of a small team which helped both The Apprenticeship

Service and The National Careers Service to visualise where their

departments want to be in 2020.

In 12 weeks we built a relationship with key stakeholders whilst running several large and small collaborative workshops, including story mapping

and business model canvas session.

Our deliverables included visuals, videos, interactive presentations and a target operating model.

target operating model

Title UX Designer (contract)

Company Ministry of Justice, London

Duration September 2016 – April 2017

Duties I worked closely with a content designer, user researcher and a team of

developers. Together we created a series of screens for the Ministry of Justice to help separating parents explore all their resolution options. Over the course of several months we liaised with charities, educational

bodies and other governmental departments.

The beta version of the tool went live in July 2017.

Title Digital Designer (contract)

Company HeathWallace, Reading (onsite at HSBC, London)

Duration April 2016 - September 2016

Duties Developing journeys and designs for tablet use within HSBC UK and

worldwide branches.

Title UI Designer (contract)

Company Vodafone, Newbury

Duration October 2015 – April 2016

Duties Developed the new Vodafone.co.uk site (not released yet); provided

visuals for the Vodafone app and helped create banners and pages for

the consumer and business sides of their website.

[Further work experience up until 2004 can be provided on request]

Interests AFC Bournemouth. Running. Reading. Music.

References

Ed Santana https://www.linkedin.com/in/edwardsantana/

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Steve Wood https://www.linkedin.com/in/stevewoodux/

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