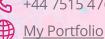


UI / UX Designer



16 The Stables, Birmingham +44 7515 476449



#### **Profile**

I am an aspiring UI/UX Designer passionate about the unlimited potential of technology to transform industries and the key role of design in achieving this through creating accessible, enjoyable and intuitive experiences for people. I am due to complete a UI/UX course which includes web development in January 2023, having done this alongside working in the NHS throughout COVID and the aftermath. I have a portfolio of 4 projects and UI/UX experience at Cancer Research UK and a health start up called Healum. Having left my job in the NHS in May 2022 to pursue a career in this field, I am confident that I will excel with my determination, commitment to quality and versatility shown consistently in my 5+ years professional experience within private, public and non profit organisations.

# **Education**

June 2020 - Jan 2023

CareerFoundry

UI/UX course including Web Development during which <u>4 projects</u> have been completed.

Sept 2019 - Oct 2021 Birmingham University Part time Postgraduate Diploma in Health Leadership, **Distinction**.

**Durham University** Oct 2013 - June 2017

Bachelor of Science in Business, Computer Science and Economics, First Class Honours.

#### **Skills**



MIRO

HTML

HTML



MURAL

J

CSS



**PYTHON** 

**OFFICE 365** 





SQL

#### **Design Skills**

User Interviews and Surveys User Research and Competitor Analysis **User Personas** Workshop Facilitation **User Journey Mapping** Wireframing and Prototyping **User Testing** Layout, Typography and Style Guides UI / Visual Design

#### **Project Management Skills**

**Developing Business Cases and SOPs Process Flow Mapping Project Timelines Project Progress Tracking** Risk Management Stakeholder Management

### **Data Analysis Skills**

Intermediate SQL Advanced Microsoft Excel Power Query

### **Employment**

#### Oct 2021 - May 2022

## Oncology Deputy Service Manager at Royal Orthopaedic Hospital

Supported effective collaboration between various teams involved in the sarcoma cancer pathway; improvements to patient experience were achieved through co-creation and implementation of iterative changes together. In addition, a significant backlog of over 1000 clinical letters was successfully cleared through coordinating efforts to address bottlenecks in the process with key stakeholders. Alongside this, I directly managed a total of eleven staff and recruited to multiple vacancies within the team.

### June 2021 - Sept 2021

## **User Experience Intern at Healum**

Led the user discovery process to understand how the company's app could be tailored to people with Diabetes and Obesity. This involved: recruiting participants using a wide variety of communication channels, planning and delivering user interviews and focus group sessions and producing a final report; this included key themes and user stories for proposed new features. This research inspired <u>WEllnUS</u>, a health and wellbeing app within my portfolio.

## Sept 2019 - June 2021

# NHS Leadership Scheme in Wolverhampton

Successfully adapted to a wide variety of work under the pressurised COVID landscape. One of my key achievements was organising and facilitating workshops and process mapping activities between key health and social care stakeholders to operationalise the National hospital discharge policy. Another was creating a digital literacy telephone survey, coordinating its completion with over 400 individuals aged 60+ and producing an infographic which I presented at Board level.

## July 2019 - Aug 2019

# Summer Intern in Technology at Cancer Research UK

This internship was my first insight into a UI/UX career. I received an Employee Appreciation for facilitating user lab testing on an Alexa quiz prototype. I also led a project to rejuvenate CRUK's Technology recruitment page. This involved: leading workshops around content prioritisation, interviewing employees and using storytelling techniques to create team profiles.

#### Oct 2017 - June 2019

#### **Technology Associate at KPMG**

Received four Encore Awards for my commitment to delivering high quality work and consistently excelling at fulfilling an experienced professional role on projects. My achievements included: analysing IT customer satisfaction for a client and presenting the findings to their IT Leadership team, supporting an IT control redesign project in Amsterdam for one of the largest travel companies in the world and creating a project status dashboard for a client under a pressurised deadline.