



Howdy, I'm Angus

Bachelor of Design (Communication Design)
Swinburne University of Technology

I'm a bit of a design all-rounder, but for the past 4+ years I've worked on digital experiences used by millions of Australians. I love diving into tricky problems, boiling down abstract ideas into a clear direction and using tech to make life easier.

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Product Designer, REA Group (realestate.com.au)

2023 – Present

At REA I'm responsible for purchasing related experiences and company wide capability, that means you'll find me:

- Delivering capability like our checkout experience, which has a ~21% higher completion rate than industry benchmarks.
- Collecting inputs from customers, sales staff, designers and product managers. And funneling that research into cohesive visions, roadmaps and business cases to push purchasing capability into the future.
- Pairing with fellow designers when they require purchasing capability, managing purchasing patterns, promoting reuse and ensuring consistent purchasing experiences across channels.



Senior UX Designer, RACV (Royal Automotive Club of Victoria)

2021 – 2023

RACV's extremely broad product set meant that I worked on a huge variety of projects, and saw a lot of professional growth. Moving from an individual contributor to more of a project lead – owning streams of work and establishing ways of working with the wider business. Some stand outs are:

- Streamlining user journeys into insurance quote flows with needs based selectors. Taking the guess work out and ensuring users were getting pre-qualified for the correct product we saw a 33% increase in policies purchased.
- Assisted senior leadership with a number of strategic pieces. Taking roadmaps or strategies and conceptualising them as a product, platform or vision – which lead to executive buy in and funding for initiatives such as developing a new mobile digital channel and design sprints to shape RACV's position in the electric vehicle space.
- Led the refresh of RACV's long form content experience – with big upsides for the business. Improving average time spent reading articles from 3 to 6 minutes and increased average monthly conversions attributed to the content hub by 35%.
- Had the opportunity to try out people leadership – being responsible for 2 graduates in our team. Providing a fresh set of challenges and an interesting mind-set shift for myself, which I really enjoyed and am keen to develop further.



UI / UX Designer, NAB (National Australia Bank)

2019 – 2021

While at NAB I was predominantly embedded in their mobile team working on new features in their native apps, however also took on some projects across web, employee experience and DesignOps, some key initiatives were:

- Oversaw the design and documentation of new design system components for NAB's native mobile apps. Worked to establish the process of how these would continue to get developed. Improved the visual and interaction design, plus dramatically improving the accessibility of these foundational building blocks that were used moving forward.
- Delivered a number of home loan self-servicing features. From simply fixing your interest rate to complex multi-user flows where parties needed to interact with each other via their app to make decisions. Providing customers with significantly greater control over their loan in-app.
- Unearthed pain points with everyday bank account usage. Leading to an overhaul of the app's key experiences, removing the visual clutter and elevating the once hard to find actions and information, to better meet user expectations.



Digital Designer, ONETOO

2018 – 2019

ONETOO is design agency working mostly with small businesses, I worked with them on branding and web design projects.

