



Audrey YOUT

UX/UI Designer

I am an **empathic, communicative** and **creative** UX/UI Designer with a passion for providing **excellent user and customer experience** at all times. My three years of experience in **User Experience** and seven years of experience in **Customer Service** combined with a strong affinity for **Front-end Development** makes me a real asset to any organisation that I work for.

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Experiences

UX Designer at Saagie

Petit-Quevilly, France | 2016 - Ongoing

- **Contributing to the Saagie Design System** (design & code), a React JS front-end library used for the product (Big Data Orchestrator)
- **Producing** the product wireframes, mockups, useflows and prototypes
- **Conducting user interviews and tests**
- **Working closely with the development team** (product code review, microcopy)
- **Designing and implementing** the official website, Help Center and product emails
- **Designing and implementing** internal POCS and tools
- **Leading CX and UX workshops**
- **Producing brand guidelines** for internal and external use
- **Supporting the marketing team** and with various brand-related visual assets and digital campaigns
- **Providing the sales and management teams** with a branded google slide template library and tailor-made presentation slides (two successful fundraisings)
- **Speaking at UX conferences** (UX Camp Brighton, UX Planet Paris)

PROJECTS: Saagie product, Design System, official website, Help Center, welcome emails, Goodies, Google slide template library, brand guidelines.

Skills

Software

Sketch, Adobe Creative Suite, Adobe XD, Gimp, DocZ, Zendesk, Grav, Mailchimp, Zapier, Git (SourceTree), Jira, Trello, Ogone

Designing

Wireframes, functional prototypes, Storyboards, user flows, process flows, site maps, User researches (workshops, guerilla testing, interviews), Customer experience mapping, Brand guidelines, digital design (emails)

Programming

HTML5, CSS, SASS, LESS, React JS Components, JS, Twig

Others

Agility, Scrum, Staff member training, Speaking, Procedure writing

Experiences (continued)

Web Developer at Le Bistrot des Anges

Rouen, France | 2016

- **Designed** logo and brand assets
- **Produced** and **edited** website photos
- **Designed** and **implemented** the official website

PROJECTS: *official website, logo, menu*

Front-end Developer at 42Stores

Petit-Quevilly, France | 2014 (Internship)

- **Designed** and **implemented** new templates for the e-commerce platform with a mobile-first approach

Customer Services Assistant at DFDS Seaways / Transmanche Ferries

Newhaven, UK & Dieppe, France | 2008 - 2015

- **Listened** to customer issues in a calm and agreeable manner to **resolve** problems and **deliver** a rewarding customer experience
- **Recorded** and **dealt** with complex passenger complaints and needs
- **Wrote** reports and **provided** Customer Experience recommendations to management teams
- **Investigated** and **gathered** information on damage claims and **forwarded** them to Transport Supervisor and Legal Department
- **Established** the Passenger Rights Regulation 1177/2010 compliant refund procedure implemented by British, French and Spanish staff members.
- **Managed** four ferry lines' customer refunds
- **Wrote** and **implemented** the Passenger Rights Regulation 1177/2010 compliance manual for customer services representatives.
- **Contributed** to Passenger with Reduced Mobility (PMR) Travel Scheme project; **conducted** meetings with PRM associations and Quality/Security Manager

PROJECTS: *Passenger Rights Regulation 1177/2010 compliance, PRM Passengers Travel Scheme enhancement, UK/ France/Spain refund procedure*

Languages

French	<div><div></div></div> Native
English	<div><div></div></div> Proficient
German	<div><div></div></div> Basic
Spanish	<div><div></div></div> Basic

References

Ivan Dalmet

Lead Designer (UX/UI)

Saagie

✉ ivan@dalmet.fr

Joni Wilkins

Customer Services Manager EU

DFDS

✉ joni.wilkins@dfds.com

Personal Skills

- **Energetic and optimistic**
- **Always looking to learn more**
- **Detail oriented**
- **Problem solver**
- **Collaborative**
- **Communicative**
- **Open minded**
- **Adaptable**

Hobbies

 Travelling	 Reading	 Arts
 Roller Skating	 Cooking	 Board Games

Education

RNCP title "Multimedia Developer" - EQF Level 4

Doranco, Paris, France | 2016

First Cambridge Certificate

Sussex Downs College, Lewes, UK | 2006

Licence LLCE - Bachelor Degree

Université de Rouen, Rouen, France | 2005