



# 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](mailto:ivan@dalmet.fr)

### Joni Wilkins

Customer Services Manager EU

DFDS

✉ [joni.wilkins@dfds.com](mailto: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