

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.

□ audrey.yout@gmail.com □

www.yout.design

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 writting

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

Education

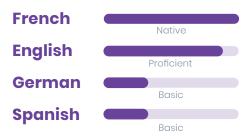
RNCP title "Multimedia Developer" - EQF Level 4
Doranco. Paris. France | 2016

First Cambridge Certificate

Sussex Downs College, Lewes, UK | 2006

Licence LLCE - Bachelor DegreeUniversité de Rouen, Rouen, France | 2005

Languages



References

Ivan Dalmet

Lead Designer (UX/UI) Saagie

ivan@dalmet.fr

 ivan@dalmet.fr

Joni Wilkins

Customer Services Manager EU DFDS

ioni.wilkins@dfds.com

Personal Skills

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

Hobbies

