

# Audrey YOUT UX\_UI Designer

**Solving consumer problems** and providing them with the **best possible experience** has always been my prime concern.

Formerly **Customer Services** professional, now **UI\_UX advocate**. I apply my experience and skills when **designing usable and elegant products**.

My affinity for **Front-end Development** combined with my strong collaboration skills allow me to participate in all steps of the product life-cycle, while at the same time ensuring **coherence between user needs and product capabilities**.

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www.yout.design

# **Experiences**



#### **UX Designer at Saagie**

Petit-Quevilly, France | 2016 - 2020

- Contributed to the Saagie Design System (design & code), a React JS front-end library used for the product (Big Data Orchestrator)
- **Produced** the product wireframes, mockups, useflows and prototypes
- · Conducted user interviews and tests
- Working closely with the development team (product code review, microcopy)
- **Designed** and **implemented** the official website, Help Center and product emails
- Designed and implemented internal POCS and tools
- Led CX and UX workshops
- Produced brand guidelines for internal and external
  use
- Supported the marketing team and with various brand-related visual assets and digital campaigns
- Provided the sales and management teams
   with a branded google slide template library and
   tailor-made presentation slides (two successful
   fundraisings)
- Spoke 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, Figma, Adobe XD, Adobe Creative Suite, Gimp DocZ, Zendesk, Grav, Gatsby 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

## **Education**

RNCP title "Multimedia Developer" - EQF Level 4

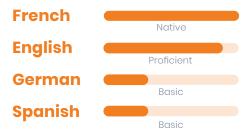
Doranco, Paris, France | 2016

#### First Cambridge Certificate

Sussex Downs College, Lewes, UK | 2006

**Licence LLCE - Bachelor Degree**Université de Rouen, Rouen, France | 2005

# Languages



#### References

**Ivan Dalmet** 

Lead Designer (UX/UI)

Saagie

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#### **Joni Wilkins**

Customer Services Manager EU

DFDS

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# **Personal Skills**

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

#### **Hobbies**











