



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**.

✉ audrey.yout@gmail.com

🌐 www.ayout.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*

Languages

French

Native

English

Proficient

German

Basic

Spanish

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