

# Ben Turner.

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 <https://benturner.work/>


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 [LinkedIn](#)

## Summary

- 5+ years of experience designing for a wide variety of projects including web apps, internal tools, marketing websites, and for low-code.
- Specialise in leading end-to-end design projects, from user research to developer handoff.
- Focused on creating clear interfaces and practical solutions to real user problems.


## Experience



June 2024 - Present

**Lead Product Designer - Budibase (Low-Code Platform)**

- Led product design for strategic AI-driven features, helping to shape the company's roadmap towards intelligent, automated tooling.
- Owned the discovery phase for key initiatives, conducting in-depth research with numerous active users to validate product direction.
- Drove the redesign of core platform functionality, shipping solutions that substantially reduced user support queries and measurably increased user satisfaction.
- Managed the design lifecycle for several major platform features, improving core usability from initial scoping to final release.



June 2021 - July 2024

**UI/UX Designer - Dawson Andrews (Digital Agency)**

- Spearheaded a client's e-commerce redesign that drove a 90% increase in conversions and a 100% increase in user satisfaction, leading to significant improvements in key business metrics.
- Created a new design system from the ground up, achieving a 95% "right-first-time" rating on developer tickets and significantly improving workflow efficiency.
- Conducted extensive UX research, analysing over 1,400 user responses to guide data-driven design decisions and uncover critical pain points.



August 2019 - August 2020

**Designer - Northern Ireland Civil Service (Public Sector)**

- Redesigned internal training systems for improved usability and learner engagement.
- Designed a user-centred recruitment campaign during the COVID-19 pandemic. Researched the target audience and designed visually appealing materials that clearly conveyed the organisation's value.

Other experience and freelance work available on [LinkedIn](#)

- Tools: Figma, Maze, PostHog, Sketch, Adobe Suite, HTML, CSS, and an understanding conceptually of JQuery, PHP and SQL.
- UI Design: Design Systems Architecture, High-Fidelity Prototyping, Modern UI/UX Trends, Developer Handoffs.
- Research: Paid User Studies, Usability Testing, A/B Testing, Quantitative & Qualitative Data Analysis.
- Strategy: Product Roadmapping, Process Optimisation, Mentoring, Cross-functional Collaboration.

**Hobbies**

Black belt in Jiu-Jitsu with several years of Judo experience. Also enjoy fishkeeping, karting, and have a real love for dogs.

## Education

**Interaction Design, Bachelor Of Design**

(May 2017 - May 2021)

Graduated with 1st Class Honours.

**Interactive Media, Level 3, Extended Diploma**

(2015 - 2017)

Achieved Distinction\*, Distinction\*, Distinction.