Ben Turner.

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Summary

- Lead the end-to-end design process, from initial research and discovery through to final developer handoff.
- I have a proven track record of shipping solutions that deliver measurable impact, such as a 90% increase in conversions.
- I thrive in collaborative environments, partnering closely with product and engineering teams to solve problems, and believe the best work comes from teams built on trust, respect, and a good sense of humor.

Experience

June 2024 - Present
Product Designer - Budibase (Low-Code Platform)

- My role involves leading the design for the company's strategic AI features, helping shape the roadmap by turning complex technical concepts into simple, user-friendly tools.
- Owning the discovery phase for major projects means talking directly with our users to understand their needs and validate our product direction.
- A key project was redesigning a core part of the platform that was causing user confusion, which led to a significant reduction in support tickets and happier users.

June 2021 - July 2024
UI/UX Designer - Dawson Andrews (Digital Agency)

- For a B2C client, I led the redesign of their homepage, which resulted in a 90% increase in conversions and a 100% boost in user satisfaction.
- Building a new design system from scratch improved our workflow significantly. It made handoffs to developers much clearer and resulted in a 95% success rate for first-time implementation, meaning far less rework.
- Guiding design decisions with data, I analysed over 1,400 user survey responses to find and solve their biggest pain points.

August 2019 - August 2020
Designer - Northern Ireland Civil Service (Public Sector)

Skills

- **Design Process:** End-to-End Design, User Research (Usability Testing, A/B Testing, Data Analysis), UX & UI Craft, High-Fidelity Prototyping, Design Systems Architecture, Developer Handoff.
- **Strategy & Soft Skills:** Product Strategy, Cross-functional Collaboration, Stakeholder Management, Empathy & User Advocacy, Articulating Design Decisions, Mentoring.
- **Technical:** Figma, Maze, PostHog, Sketch, Adobe Suite, HTML, CSS (Conceptual understanding of JQuery, PHP, SQL).
- **Specialisms:** AI Interfaces, B2B & B2C Product Design, Designing for Non-technical Users, 0-to-1 Product Development.

Other experience and freelance work available on LinkedIn.

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.