

Richard Gibbons

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Plymouth, UK

References can be provided upon request.

Personal profile

A passionate Interaction Designer with over 7 years of experience in the Public Sector. I apply my skills in User-Centred Design, Government Digital Service Standards, Prototyping, and User Interface Design to create engaging and accessible digital services. I especially enjoy the challenge of solving complex problems with simple and elegant solutions.

Areas of expertise

User-Centred Design, Prototyping and wireframing, Design systems, GDS experience, UI/UX design, graphic design, agile methodologies, usability testing, content creation.

Technical proficiencies

- Figma
- GOV Prototype Kit
- Sketch
- Axure
- Adobe suite
- Trello
- Jira
- HTML
- CSS
- JavaScript

Education

(2017) Achievement Training: Lvl 3 City and Guilds (IT)

(2014) Teesside University Foundation (Computer Games Design)

Passions

Martial arts, playing guitar, gaming, reading and last but not least, hanging out with my little black pug - Winston.

Work experience

Senior Interaction Designer

Sep 22 - Present

AND Digital

London, UK (Remote)

As the senior Interaction designer in AND's Centre of Excellence for Public Sector, I worked with teams across multiple clients to help deliver challenging projects and provide coaching and training on working to the Service Manual. Additionally I provided subject matter expertise on bids - writing content and creating graphics.

I developed a Public Sector intranet and videos to provide access to tools, training and guidance to others within the company.

Key Projects: Department for Education - 'Education Health Care Plan' service and Early Years Qualifications service. Cabinet Office 'Find and apply for a grant' service - doing design and presenting at service assessments.

Senior Interaction Designer

Jan 22 - Aug 22

Defra

London, UK (Remote)

Senior Interaction Designer for 'Get a rod fishing license' (GAFL) service during live beta.

Key features I designed were: the ability to buy multiple licences in a single transaction and a feature to allow users to buy on the behalf of someone else.

The service has 1.2 million yearly users, and generates £25 million per annual revenue.

Interaction Designer

May 21 - Dec 21

UK Home Office

London, UK (Remote)

I joined during the live beta stage of 'Cerberus' - a single service that consolidated 3 legacy systems to improve the efficiency and safety of Border Force agents.

Worked with users and stakeholders on continuous improvement and new feature exploration by developing and curating prototypes with Axure and Sketch.

Interaction Designer

Sep 17 - Sep 20

HM Land Registry

Plymouth, UK

I worked within 3 agile project teams to deliver:

- an e-business portal for solicitors and HMLR - External facing service with 250,000+ live users
- a Casework Management System - Internal service that manages 6 million applications
- a future-thinking project reimagining HMLR's buying and selling process by utilising modern and future technologies, including blockchain, smart contracts and biometrics ID verification.