

Gladys Ouana

UX / UI Designer

Livingston, Scotland • Remote / Hybrid • BPSS, NPV3 & SC cleared

EXPERIENCE

UX / UI Designer | May 2022 to present

Capita plc • Hybrid

- Led the redesign of a key application by gathering business requirements, analysing user interactions, and simplifying the interface through iterative designs and usability testing, resulting in a user-centric design that improved user satisfaction and engagement.
- With the goal of a full product redesign of the team's oldest and most complex product, led user focus groups and interviews to understand user needs and their interaction with the product, and facilitated ideation sessions with internal stakeholders to generate ideas for future improvements.
- Designed a pre-populated search templates feature to save users 90% of their setup time, ensuring commonality and best practice across various client sectors.
- Participated in the development of a UI design system and features for an AI-powered platform specialising in social media listening, OSINT, and data mining, ensuring cohesive, attractive elements that reflect the product's style and identity, and creating a seamless, efficient, and user-friendly experience.
- Collaborate with developers, product owners, project managers, and UX designers in an agile environment, providing constructive feedback and guidance to meet product design standards.

Senior Software Developer | October 2018 - May 2022

Capita plc • Edinburgh

- Develop and design front-end and back-end solutions using C#, CSS, HTML, JavaScript, and ReactJs.
- Perform Scrum Master duties, reinforce peer-review practices, implement Show & Tell sessions for the developers.

Software Developer | January 2006 - October 2018

Ofgem, Deloitte, Fourth, Orange, EDF Energy • London

- Develop and support backend solutions using C#, SQL and JavaScript in agile environments.
- Build attractive and interactive reports and dashboards for stakeholders presentation and finance analysis.

Figma Portfolio

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EDUCATION

2023 - 2024 | Ongoing

UX Design Professional Certificate

Google, Coursera

2023 - 2024 | Ongoing

Graphic Design Specialisation

California Institute of the Arts, Coursera

2003 - 2005

Master of Business Administration (M.B.A)

Université Paris-Est Creteil (UPEC) France

2001 - 2003

Bachelor's Degree, Business Management

Université Paris 13, France

SKILLS

Wireframe • Interactive prototype •

Design systems • User interview •

Focus group • Usability test • User flows

• Empathy maps • Personas •

Accessibility design • Journey mapping •

Scrum master • Agile methodologies

TOOLS

Figma • Jira • Visual Studio Code •

Microsoft Office (Word, Excel, PowerPoint)

LANGUAGES

HTML5 • CSS3 • Javascript • SQL • C# •

Native language: **French**