Hi, I'm Jacob Hammond
Product Designer

CV

About

I am a creative, fast thinking and passionate individual who loves designing human centred services, products and experiences. My skills span service design, user research and testing, interaction design, visual design, design systems, proposition development and design leadership.

Contact

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London, UK

Attributes

Collaborative
Inclusive
Pragmatic
Empathetic

Design skills

Facilitation
Service design & analysis
User journey mapping
Information architechture
Interaction design
Visual design
Prototyping (rapid, low-fi, hi-fi)
Design systems
Graphic Design
Video editing and production
Front-End Development

Tools I use
through discovery, exploration, concept and validation

Sharpies & Post-Its
Figma, Sketch & Plugins
Adobe CC (inc. After Effects)
Principle, Invision, Marvel
Zeplin
VS Code, Atom, CodePen
Git + Github, Bitbucket
Trello, Jira, Basecamp
Keynote, MS Office
DSLR Camera

Experience

Lead Product Designer • Just Group PLC, Feb 2018 – May 2019

Just is a financial company specialising in retirement. They believe everyone deserves a fair, secure and fulfilling retirement. I was part of the Digital Garage team when it became strategically important to embed the team and its capabilities within the rest of the organisation and work more closely with internal stakeholders on improving existing services and user experiences. I became Product Design Lead and part of a new 'Just Digital' team.

- Formation, leadership and management of first internal design team including principles, process and management
- Service design, research and proposition development for Just's Lifetime Mortgage business - 'uncovering opportunities for increased efficiency and improved user experience for internal staff, external brokers, third parties and customers'
- Design and delivery of first customer self-service platform
- Design and delivery of identity app for use across all Just experiences
- Advocacy of user centricity across the organisation, including training, and creations of assets such as templates and frameworks

Senior Product Designer, founding member @ JUST. Digital Garage • Just Group PLC, May 2017 – Feb 2018

I was one of the original members of Just's Digital Garage - a team set up by Just with a focus on innovation and using research, design and technology expertise to deliver better customer, partner and staff outcomes. We were responsible for setting up the very first internal innovation and design capability.

- Proposition development and design for Just's first direct to consumer proposition - 'leveraging medical IP to provide better value, more accessible retirement advice through automated robo advice'
- Iteration of brand and marketing channels through experimentation
- Creation and maintenance of first Just design system
- Implementation and advocacy of cross-functional Agile ways of working

Front-End development

HTML5, CSS3 & Pre-processors, Font-End Frameworks, JS, JQuery, Gulp, Grunt, Bower, Jekyll, Hugo

A bit more about me

With experience in both agency and FinTech startups and large companies, I like to apply my skills to solving problems for both users and businesses.

My experience and understanding of development makes it natural for me to communicate and work closely with developers and i'm most comfortable working in cross-functional agile teams.

Interests and hobbies

I like being part of the design community in London, attending large conferences, job fairs and smaller product talks and hackathons.

Rock & metal is my favourite kind of music and I often attend gigs or festivals to hear my favourite bands.

Finally, my other passion is food. I love to cook and travel to experience difference cultures through their food. One day I might decide to make a living from feeding people.

Find me around

linkedin.com/in/jacobh1992

instagram.com/jacobh_1992/

twitter.com/jacobh1992

Product Designer • Tandem Bank, Feb 2015 - May 2017

Tandem is on a mission to build a new kind of bank; one that always puts the customer first. As the first full-time designer hired by Tandem, I contributed to building and defining a new brand, facilitated discovery and research sessions to help inform product strategy and direction, challenged business decisions to champion customer experience and designed, delivered and iterated its first websites, native mobile apps and responsive web apps.

- Interaction and visual design for complex banking flows
- Designed and built prototypes used for testing, generating further investment and creating a unified vision for the product
- Worked closely with product managers and engineers to create a process that aids fast delivery whilst maintaining high standards
- Advocated a customer centric and product led approach across the company - ensuring focus was on delivering for our target segment
- Helped define design team principles, guidelines and ways of working
- Contributed to interviewing and hiring design team members

Co-Founder / Designer • Precise Pixels, May 2011 – Present

Precise Pixels is a team of dedicated, award-winning creative designers and developers. We are passionate about helping ambitious companies and individuals create new digital products and services. I contribute to and help manage projects, including a website for an arts charity, a student housing app, a nightlife app and recently a new kind of sentiment analysis app.

UX & UI Deisgner • Fuerte International, June 2014 – Feb 2015

Fuerte International was a startup mobile design agency. I spent 9 months on-site with Dixons Carphone designing their award-winning in-store customer facing 'PinPoint' app, later white-labelled and reskinned and sold to Apple and Samsung stores across Europe and Canada. The rest of my time was spent on other client and agency projects or pitching new ideas to clients.

Design & Production Intern • Disney Interactive, July 2012 – July 2013

I worked with the content producers and the lead designer to maintain, update and create content for Disney Interactive UK and all brands that branch from it.

Education

University of Kent • BSc Multimedia Technology & Design with year in industry, Sep 2010 – July 2014

- First Class Honours
- Scholarship of Academic Excellence 2010 - 2014
- Sagittarius Digital Prize for 'Best Integrated Multimedia Project in Multimedia Technology and Design' 2014

Long Road Sixth Form College • AS / A Levels, Sep 2008 – June 2010
ICT, D&T, History, Maths, Biology, Extended Project, General Studies

Parkside Community College • 14 GCSEs A-C, Sep 2003 – June 2008