

# Joel Hickey

## Human Experience Designer

### Introduction

At an early age I was blessed with a passion for design, growing up with a unique lens that combined both design and artistry. I bring with me a special set of skills from a background in interface and sound design, finding joy in the many aspects of digital and physical design. I strive to shape and deliver valuable, delightful solutions that solve the right problems for the user and the business efficiently and effectively.

### Experience

#### Senior UIUX Designer

Flight Centre Travel Group 2021-2025

Improved productivity of the consultant booking platform by reducing the steps required to manage bookings. Involved in all parts of the design process from discovery to post release enhancements with both internal and external teams.

Amendments

Efficiency +67% ROI +67% CSAT +67%

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Travel insurance

Efficiency +67% ROI +67% CSAT +67%

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#### Awards

- Selected to attend FCTG Global Lisbon, Portugal 2024.
- Buzz night award winner 2022, 2023.

#### Lead UIUX Designer

Canstar 2019-2020

- Focused on customer product verticals and internal software.
- Transitioned Canstar to a scalable design tool (Figma).
- UIUX representative for all agile ceremonies (internal & external).
- Established a UIUX repository and documentation guidelines.
- Wrote a usability testing framework and carried out multiple stakeholder sessions with recommended design updates.
- Worked on a design system for efficient design/developer process.

#### UIUX Designer

Temando 2015-2019

Improved the productivity of merchants using Magento Shipping by enabling multiple shipments to be dispatched quickly in a single flow.

Bulk shipments

Efficiency +67% ROI +67% CSAT +67%

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- Designed multiple software proposals for Nike, Myer and Asos.
- Designed entire workflows from wire-frames to high fidelity.
- Established design frameworks and a UX guild.
- UIUX representative for all agile ceremonies (internal & offshore)

### Education

#### Masters of Interactive Media

Queensland College of Art 2015-2016

#### Bachelor of Audio Engineering and Sound Production

JMC Academy 2011-2013

### Tools

Figma  
Miro  
Fullstory  
Confluence

### Say hello

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- Brisbane or remote
- dribbble.com/joelhickey

### References