

Katie Poole

I am a hardworking, ambitious individual who is keen to learn and succeed in a career as a user experience researcher/designer. I have experience researching and designing following the design thinking process, a degree in Psychology and experience working within the software industry.



CONTACT

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www.katiepoole.co.uk



EDUCATION

University of Birmingham
UX/UI bootcamp February 2023 –
August 2023 (part time)

Arthur Terry SCITT (Birmingham City
University):
PGCE Secondary Biology- 2019

University of Gloucestershire
BSc Hons Psychology: - 2:1 - 2014



TECHNICAL SKILLS

Figma, Invision, Miro, Maze, Prolific Research, HTML, CSS, low/no code applications (userflow), Microsoft Suite, LMS (moodle).



EXPERIENCE

Greyhound Trust Website Redesign | UX Bootcamp Course
User researcher/designer

- Worked as part of a group following agile methodology to redesign the Greyhound Trust website.
- Conducted extensive research to identify usability issues.
- Analysed all research results to prioritise features and UI elements and followed the design thinking process to redesign the website.
- Carried out extensive testing and continually iterated the design.

Odyssey Travel Planning App | UX Bootcamp Course – User researcher/designer

- Conducted in-depth quantitative and qualitative research to find out travel planning habits.
- Analysed research data and brainstormed app ideas based on user needs.
- Developed user scenarios, storyboards, and journey maps to illustrate the user experience and touchpoints.
- Mapped the user journey in a flow chart and created wireframes and a clickable prototype.
- Conducted Guerrilla testing to identify usability issues early in the design process.



WORK EXPERIENCE

Education and Training Adviser: Juniper Education 2022 to present

- Designing and delivering online and in person training to teach educational staff how to use a web app to analyse school assessment data, track pupil progress and discover valuable insights.
- Communicating user feedback to the product team and attending ideation and triage sessions to provide feedback on prototypes.
- Working independently and collaboratively alongside project managers, designers and software engineers to plan new features within the software, identify enhancements and resolve bugs.
- Designing, testing, delivering and maintaining clickable tutorials, tours and surveys using no/low-code software.
- Using a range of software to create training materials and e-learning courses including full Microsoft package, Camtasia, Moodle and Vimeo.

Science Teacher 2018 - 2022

- Planning and teaching practical and theory-based science lessons to secondary students aged 11-18.
- Teaching using clear and concise verbal communication to convey accurate concepts.
- Self-managing a heavy workload.

Support Worker 2014 - 2018

- Providing high quality support to a caseload of individuals in a variety of settings.