Sinéad Dumigan - User experience consultant

Experience

Senior interaction designer at Department for Environment, Food & Rural Affairs (Contract)
Apr 2022 - current (1 year and 7 months)

Interaction designer at Home Office, Snook (Contract)
Apr 2021 - April 2022 (1 year)

User experience consultant at Fluent Interaction
Nov 2015 - Apr 2021 (5 years and 3 months)

Projects

Senior interaction designer (contract)
Department for Environment Food and Rural Affairs, Warnings Improvement Project (WIP)
Apr 2022 - Apr 2023

- Worked with other flood services within government to create a more joint-up experience for the users
- Reviewed live services to understand current issues
- Held user journey mapping workshops
- Held design thinking workshops with a diverse team that had a range of expertise.
- Created a clear 'ways of working' for the UCD team
- Created user flows
- Prototyped using Figma and the GOV.UK Prototyping Kit

Interaction designer (contract)
Home Office, Caseworking tool
Apr 2021 - Apr 2022

- Conducted design and accessibility audits
- Worked with the users, business, BAs, devs to create a service that best meets the needs
- Updated the service to improve accessibility and usability based on user research
- Generated prototypes and visual designs that were used in research with users and communication with devs

User experience design
Home Office, Modern slavery statement registry service
Mar 2020 - Feb 2021

- Delivered a user centred service from concept to build
- Engaged with Modern Slavery Unit's policy team, POs , BA, dev and other stakeholders to identify user needs, the boundaries to work within, whilst advocating user-centred design, usability and accessibility
- Created visuals to help communicate complicated concepts (service blueprint, integration with GOV.UK, user journeys)
- Design workshops (using Mural)
- Prototyped and iterated based on user research
- Conducted accessibility audit of the service
- Contributed to and engaged with the wider government design community
- Created a service evolution document and presented at the GDS private beta assessment

User experience design
Standards & testing agency, Department for Education, Multiplication tables check (MTC)
Dec 2016 - Oct 2018

- Project passed all Government digital services (GDS) assessments from Discovery to Live
- Support of in-field user research within schools to optimise both student and teacher user experience
- Bespoke access arrangements for pupils to use the MTC
- Design of a multi-platform service functional across a range of devices and tech to support varying IT capabilities
- Video of service: _https://bit.ly/3FTUGpS_

Skills

User experience design	Visual design	Accessible web design
Interaction design	Sketching	Infographics
User-centred Design	Prototyping	Design workshops
Service design	Expert reviews	Design thinking

Tools

Sketch	Axure RP	Mural
Figma	Zeplin	Miro
GOV.UK Prototype Kit	InVision	Adobe Creative Suite

Education

University

Masters in Product Design MDes (Hons), 2:1

Thesis research on Human-computer interaction, inclusive design, emotional design, inclusive play. The brief was to design a plaything that can encourage inclusive play amongst physically disabled and able-bodied children aged 7 - 11. The project was underpinned by the goal of encouraging behavioural change and improving the way society views physically disabled people.

2014 won an award from Cyber-Duck after the New Designers Exhibitions.

University

Bachelor of design BDes (Hons), Product Design, 2:1

School

International Baccalaureate
Higher: Maths, Art, Chinese
Standard: Physics, English, Economics

Languages

English	Cantonese	Mandarin (conversational)