

# CLAIRE DENNING B A ( H o n s )

Amiable, dedicated, driven and passionate with an impressively broad range of skills, a high level of experience in creative leadership, account and project management, and a practical down-to-earth approach. Agency and client-side experience, ranging from start-up companies to global blue chip clients. Proven ability to manage projects from concept to completion, quickly, and with meticulous attention to detail, leading to consistently outstanding results, including the procurement of a £300m ten-year strategic business partnering deal. Extremely versatile and quick to learn. Keen to improve and expand on skills, and available for a permanent senior creative role.



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"Claire worked closely with Alamy India UI Development in an offshore set-up, and she **expertly** filled her role in several projects. **Particularly impressed** about her attention to detail, web and UI knowledge and the team work. Claire would be an **asset to any team**, she earns my **highest recommendation**."

- *Srinivas Paladugu, Delivery Head & CTO, Alamy India*

"I worked with Claire in Microsoft Services and was impressed with the **great contribution** she made in the engagement. She worked hard with the customer, very **quickly understood** requirements and delivered some **impressively quick results** that for the first time enabled the customer to visualise the vision we were creating. **Really great impact**."

- *Tom Chapman, Principal Engagement Mgr, Microsoft Services*

"Claire's input as the Senior eCommerce Designer definitely contributed to the **success of Waitrose** online business. She grasped the requirements of the role quickly, showing she could **lead as well as listen**. Faced with the fast paced environment of grocery retailing, she demonstrated a **disciplined approach** to delivering **high quality** work on time, and **with passion**."

- *Alex Murray, Web/Multichannel Development Mgr, Waitrose*

"I can honestly say she was hard working, **innovative** and **committed** to her role. Not only that, she contributed to the team and the business by developing process **improvements** to areas both inside and outside of her creative zone. These contributions, her ability to quote projects accurately, manage time and her role as **mentor** to junior staff leave me with no doubt she would be great in a **Creative Director role** or similar. As a person she is fun, generous and thoughtful and also full of ideas. **I would recommend Claire to any business!**"

- *Mike Harrison, Head of Digital Marketing, Essential*

"Aside from the obvious matter of being a **very talented designer** I found she had an **astonishing aptitude** towards the technical. Claire picked up XAML **exceedingly quickly** and was able to contribute designs that were not only attractive but actually **technically feasible** too. Claire is **approachable, friendly, adaptable and pragmatic**."

- *Jamie Davis, Windows Phone 8 Consultant, Microsoft*

"**Working with Claire was easy**. She is bright, attentive and speedy. Entrusting a third-party can be difficult but I would have **no hesitation at all in partnering with Claire again**."

- *Simon Lewis, Co-founder/ Editor, Only Marketing Jobs*

## Skills

- InDesign, Illustrator, Photoshop, touch-typing 70 WPM.
- Acrobat, After Effects, Audition, Acrobat, Axure, Balsamiq, DreamWeaver, Flash Animation, PowerPoint, Premiere, QuarkXPress, SoundForge, Word.
- CSS, Encore, French, HTML, various CMS, Visio.
- Blend, Excel, Flash AS3, Fireworks, Visual Studio, XAML, XML.
- C#, Joomla, Sitecore.

## Disciplines

- |                   |                      |                     |
|-------------------|----------------------|---------------------|
| » Apps            | » Emails/newsletters | » Responsive design |
| » Audio & video   | » Event graphics     | » Social media      |
| » Banners         | » Logo design        | » UI & UX           |
| » Branding        | » Photography        | » Web design        |
| » CMS             | » Presentations      | » Widget concept    |
| » eLearning tools | » Print              | » Wire framing      |

## Qualifications & courses

- » Jakob Nielsen: 1. Scaling User Interfaces, 2. Effective Ideation Techniques for UX Design, 3. User Interface Principles 2016
- » The Bunnyfoot Workshop - Mind the Gap 2016
- » Oxford Projects - Project management course 2016
- » Introduction to Flash Actionscript 3 2010
- » Advanced Flash 8, Advanced Flash 5 2007, 2000
- » BA (Hons) Degree: Graphic Design & Illustration 1992
- » 4 'A' levels (2 A's including Art) 1989
- » 10 'O' levels and 1 'AO' level (7 A's including Art) 1987

## Clients (direct and indirect)

**Creative** 20:20, Alamy, Alchemy Digital, Clere Design, Dunwoody, I-Motus, M4 Design, PAN Communications, Qwerty. **Education** NFER. **Energy** Chevron Oil, RPS. **Finance** Barclays, Distribution Technology, PwC. **FMCG** Birdseye, Tropicana, Unilever, Walkers. **Healthcare & Pharma** Abbott, Alaris Medical, Amersham plc, AstraZeneca, Bayer, Cardinal Health, CareFusion, CSW Health, Daiichi Sankyo, Dakota, Eisai, GSK, Janssen Cilag, Lilly, Martindale Pharmaceuticals, Medcover, Merck Serono, NHS, Norgine, Pfizer, PharmaVentures, Philips, Psion, Roche, Sanofi-Aventis, Serono. **Public Sector** HMRC, NHS, Police. **Real Estate** Mitie, Secondsite Property. **Retail** inComm, Waitrose. **Sport & Leisure, misc** Druid Racing, HydroDive, Lloyd's Gardens of London, Man Utd, Newbury Volunteer Bureau, RFU. **Telecoms & Technology** 3chillies, Aeromark, Allied Telesyn, AMD, Anacom, Avnet Technology Solutions, Axial, Axiom Connection, Barcode Warehouse, Blackbay, Blackroc, Cisco, Codegate, Daiichi Sankyo, ecom5, Enterprise, Freeway Electronics, Fujitsu, IBM, Jade, Kelgray, Magellan, Microsoft, Motorola, MS&L, O2, Riverbed, Ryzex, Sankyo, Silicon Systems, SMS, Solarsoft, Sorce, Teneo, Unitech, Vertu, Virgin, Vodafone, Zebra. **Transport & Logistics** Bibby Distribution, City Link, EGL.

## Interests

Food & cooking, performance cars, photography, skiing, travel.

## Visual Interaction Designer (Senior role)

Alamy

Jun 2015 - May 2017

- » Responsible for UI and UX solutions across the business.
- » Translating stakeholder requirements into user-centred creative, innovative, and functional design concepts.
- » Leading projects, guiding designers, and driving the dev team to ensure successful and timely launches on the live site.
- » User-research, presenting concepts, user journeys, IA, wireframes, workshops, prototypes, polished visuals, assets, front-end dev guidance, and UAT - to ensure successful and timely deliveries.

### ACHIEVEMENTS:

- » Set up design department, implemented design processes and SLAs, produced corporate style guidelines and reusable assets.
- » Instrumental in producing the new, comprehensive Alamy Image Manager tool for image upload, submission tracking, and meta-data management, ultimately facilitating contributors to sell their images/videos on Alamy stock photo library. Involving extensive user research and testing, wire-framing, prototyping, workshops, and collaborative working with stakeholders and the development team.
- » Image search page with improved filtering, and responsive layout.
- » Purchase path UX/UI improved, inc. shopping cart edit-ability.

## Senior UX/UI Creative Digital Designer (Director)

Art Directions

Apr-Sep 2009, Jun 2011 - Jun 2014, Apr 2015

**TOP CLIENTS:** 3chillies (Microsoft Gold Partner), Birdseye, CityLink, GAME, Microsoft, Vertu, Virgin, Vodafone, Waitrose, Walkers.

- » Company director, offering freelance conceptual, creative, digital & graphic design services, and creative direction.
- » Liaising with clients, interpretation of requirements, quoting and budgeting, project management, designing and outsourcing.
- » Working with product/country managers and translators to provide multilingual documents and applications.
- » Working to stringent approval and legal processes with pharmaceutical/healthcare clients.
- » Quick adaptation to agency studio procedures and proven ability to 'hit the ground running' and exceed expectations.

### ACHIEVEMENTS:

- » App & web design (Visual Studio, Blend, XAML, Axure), UX & UI, CMS.
- » Android, iOS, Windows and Windows Phone platforms.

## Senior UX/UI Design Lead

Microsoft

June 2014 - Mar 2015

- » Delivering advice and guidance to help customers, designers and developers create great user experiences for their solutions.
- » Designing and building apps for Windows and Windows Phone
- » Customising and deploying Microsoft enterprise products.
- » Performing UX observations and working closely with end users to collect accurate and usable requirements and wishes.

- » Taking the design lead in workshops to show how customers can incorporate their brand and requirements into a solution.
- » Delivering show and tell presentations to quickly engage the customer and drive change.
- » Collaboration with stakeholders and delivery teams, producing personas, scenarios, storyboards, IA, wireframes, brand integration and high fidelity visuals for functioning solutions.

### ACHIEVEMENTS:

- » A game-changing policing solution.
- » A PoC for a FTSE 100 multinational company to unlock the value of data through integration, analysis and visualisation.

## Senior eCommerce Designer (contract)

Waitrose.com

Oct 2011 - Jul 2012

- » Managing digital content and merchandising assets; identifying and prioritising creative requirements for multiple teams; coordinating and driving design/development resources, guiding junior designers, and managing workload.
- » Information-gathering, wire-framing and planning customer journey.
- » Translating briefs into clear and engaging solutions.
- » Daily production of assets and solutions across eCommerce and content pages, including seasonal/supplier hubs, and affiliate sites.
- » Facilitating clear communication between multiple teams.
- » Continuously improving in the site design, content and usability.
- » Setting up design and approval procedures; coordinating folder structures between teams to enable more efficient work flow.
- » Creating html/css and overseeing integration into CMS, testing.

### ACHIEVEMENTS:

- » Responsible for creative direction and assets for the smooth launch of the Waitrose Direct Services website.

## Senior Creative Designer (position made redundant)

Essential Communications

Sep 2009 - June 2011

**TOP CLIENTS:** O2 and Motorola.

- » The creative lead for an award-winning specialist B2B & B2C technology Marketing and PR agency.
- » Sole responsibility for interpreting the clients' business and communication needs, managing and designing: conceptual, creative and digital design, photoshoots, etc.
- » Overseeing internal departments to deliver the creative vision.
- » Sourcing and directing suppliers.

### ACHIEVEMENTS:

- » Set up an asset library, and introduced colour continuity across PCs and files.
- » Increased work-flow and efficiency of the company with SOPs.
- » Doubled design-generated revenue.
- » Added Joomla, CMS, Flash AS3 and Social Media design to skill set.

## Senior Multimedia Designer (position made redundant)

Big Pink New Media

Dec 2006 - Apr 2009

**TOP CLIENTS:** Bayer, Janssen-Cilag, Merck Serono, Pfizer,

Philips and Roche.

- » Senior Multimedia Designer for an award-winning digital agency for blue chip consumer and global pharmaceutical clients.
- » Prioritising, delegating, directing, mentoring, project management.
- » Improving existing product marketing with fresh concepts.
- » Establishing SOPs and settings for a fledgling studio, implementing good asset management, managing colour continuity across PCs.
- » Supporting Account Managers in project management.

### ACHIEVEMENTS:

- » Advanced Flash AS2. Employer said "the best money ever spent".
- » Was a key player in award-winning projects.
- » Brought in £60k of business from former personal clients.

## Senior UX/UI Creative Digital Designer (Director)

Art Directions

Oct 2002 - Dec 2006

**TOP CLIENTS:** Daiichi Sankyo, Man Utd, Mitie, NHS, RFU and Tropicana.

- » Founded a very profitable Ltd company. See left page for details.

## E-media Designer & Project Manager

IMS Communications

Jan 2001 - Oct 2002

**TOP CLIENTS:** PwC, Barclays, Fujitsu and IBM.

### ACHIEVEMENTS:

- » Instrumental in producing an integrated solution which won the blue chip clients a £300m ten-year strategic partnering deal.
- » Proved exceptional ability to project- and people-manage.

## Graphic/Web Designer

Ecom5

Mar 2000 - Jan 2001

- » Sole design responsibility for a start-up software dev company.
- » Creating company brand identity and writing branding guidelines.

### ACHIEVEMENTS:

- » Self-taught Flash to produce a 12-page website within 2 weeks. Successfully learnt DreamWeaver and created a five page website in a similar 1-week challenge.

## Junior & Senior Graphic Designer

Newbury Weekly News

Jul 1996 - Mar 2000

### ACHIEVEMENTS:

- » Trainee to Senior Designer (team manager) within 18 months.
- » Provided cover for Production Manager.

## Voluntary Expedition Artist

Raleigh International

Dec 1995 - Apr 1996

## Graphic Designer / Illustrator

Seagull Print

Oct 1994 - Apr 1995

## Illustrator

Friends of the Earth

Jan 1995

## Commissioned Watercolour Artist

Chevron Oil UK Ltd

Jul - Aug 1993

## Freelance Illustrator

Jul 1992 - Dec 2006