

# Cheniece Manning

Service Designer | [cheniecemanning.com](http://cheniecemanning.com)

## Summary

Experienced Service Designer with 6+ years of experience delivering outstanding user experiences. Achieved significant impact by delivering a mentor matching feature, benefiting 362 Mentors and 962 Mentees on the platform, and contributing to 18.5k new members. Expertise in leading cross-functional teams, applying user-centered design principles, and improving services to meet GDS standards.

## Experience

Service designer    Zaizi    Feb 2022 - Present

- Collaborated with a cross-disciplinary team to digitise the application process for the NHSBSA Vaccine Damage Payment Scheme (VDPS), addressing barriers for individuals with impairments. The digitisation efforts improved data accuracy, efficiency, validation, and overall user experience. The average time to process a claims has been reduced to 6 months through these efforts.
- Led service design activities, working closely with project teams to support the design and improvement of services for clients.
- Collaborated with stakeholders from different disciplines to ensure the delivery of user-centred and impactful solutions.
- Implemented mapping and blueprinting techniques to visualise and communicate service design concepts, facilitating a shared understanding among team members and stakeholders.
- Played a key role in the successful assessment of two services, leading to approval and subsequent implementation, demonstrating a strong understanding of agile methodologies service design principles and the ability to deliver high-quality outcomes.

Design lead    AllBright    Aug 2021 - Feb 2022

- Delivered the mentor matching feature, resulting in a significant impact with 362 Mentors and 962 Mentees benefiting from the platform. The feature also aided platform growth, contributing to 18.5k new members (as of December 2022).
- Played a key role in developing the product vision and strategy, fostering collaboration among three teams to ensure the application of user-centred design principles.
- Conducted comprehensive user research and leveraged data analysis to create and validate five user personas, driving informed design and marketing decisions.

## Contact

[07803801824](tel:07803801824)  
[info@cheniecemanning.com](mailto:info@cheniecemanning.com)

## Education & Certifications

- Azure Data Fundamentals  
Microsoft
- AWS Certified Cloud Practitioner  
Certificate
- Professional Scrum Master 1  
Scrum.org
- De Montfort University  
B.S.c. (Honours) Degree  
Computer Games Programming



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## Experience

Product designer & engineer    AND Digital    Feb 2018 - Aug 2021

- Experienced large-scale, eCommerce, and enterprise-level software development projects across 5+ industries, utilising languages and technologies such as ISML, JavaScript, and React.
- Collaborated with clients such as Intuit, Inrupt, The Telegraph, and Toolstation to develop products, establish processes, and implement operational structures to bridge the digital skills gap within the organisations.

### Intuit - QuickBooks

- Played a part in the service design of the QuickBooks MTD ITSA product, defining the end-to-end journey for the service, encompassing digital and offline channels.
- Conducted user interviews and testing, employing qualitative and quantitative research methods.

### Inrupt

- Developed three interactive, high-fidelity mobile and desktop prototypes using Figma to communicate the product vision to stakeholders and investors.

### Telegraph

- Conducted technical investigations to enhance the Telegraph video player, reducing video load speeds by 18%.
- Collaborated with a third-party API to streamline video content requests, resulting in a reduction of irrelevant streaming content served to users and an improved user experience.

Lead designer & engineer    LearnerLane    Aug 2016 - Aug 2017

- Spearheaded the role of Lead Designer and Developer, overseeing the design and front-end development of the company website.
- Developed a new website structure and optimised for SEO using Google Analytics; increased organic traffic by 40% and improved click-through rate by 20%.
- Ensured the consistent representation of the brand identity and maintained brand guidelines throughout all design elements.

## Skills

Service Design  
User Experience Design  
Design Thinking  
User Research  
Stakeholder Management  
Strategic Planning  
Facilitation  
Presentation  
Mentoring  
Negotiation

