



# FRASER SMITH

User Experience Consultant

## Profile

I'm an Edinburgh based UX Consultant, currently working in the Public Sector.

## Get in Touch



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## Work Experience

### User Experience Consultant / Sopra Steria

October 2016 - Present

Currently working within the UK Government sector. I have been involved with a number of clients including [NHS Scotland](#) and [Student Loans Company](#).

### User Experience Intern / Redgate Software

June 2016 - September 2016

Summer internship working on [Redgate's](#) product suite of SQL management tools.

## Education

### BSc Interactive Media Design / Edinburgh Napier University

August 2013 - September 2016

With Distinction

## Interests



Music



Scouting



Football



Reading



Blogging



Extreme Sports

## Testimonials

*" From the minute Fraser started with us it was very clear that he is a very knowledgeable designer and has a good grasp of design methods and principals. I am very impressed by his skill-set in regards to prototyping and his deliverables are always of high quality. He has been a valuable asset to the project and he will certainly be missed come the time he progresses on to a new project or client. "*

*Anthony Tabram, UX Designer  
Student Loans Company*

*" Fraser has worked hard to get himself into the position of Lead UX Designer, now overseeing all design work from an end-to-end perspective, through nothing other than hard work, the want to succeed and determination, and all within a very short space of time. Everyone in the team has nothing but good things to say about Fraser and that in itself is a true testament for the type of person he is. "*

*Peter Shopp, Product Owner  
Student Loans Company*

## Technology

Adobe Illustrator  
Adobe Photoshop  
Axure RP Pro  
Balsamiq  
Sketch

Adobe InDesign  
Adobe After Effects  
Adobe XD

## Certifications

User Experience Fundamentals,  
*QA, December 2016*

Agile Foundation Certificate  
*BCS, December 2016*

User Experience Design (CXD)  
Certification,  
*Akendi, February 2017*

## Project Experience

### Student Loans Company

As lead User Experience Designer on this project my responsibilities include:

- Working with key stakeholders to gather and understand business requirements
- Gathering detailed user needs through user research and interviews
- Collaborating with clients to make strategic decisions which satisfy both the needs of the business and the needs of the user
- Designing to GDS standards whilst maintaining a constant focus on accessibility standards and up to date GDPR compliance
- Creating a range of low-fidelity to high-fidelity, interactive prototypes for use in usability testing, presentations and for the delivery teams to work from
- Working within cross-functional Agile delivery teams to promote a culture of user-centred decision making, encouraging participation in UX activities from all members of the team
- Planning and facilitating usability testing sessions
- Providing analysis and reporting findings back to key stakeholders and delivery teams

### NHS Scotland

As lead User Experience Designer on this project, my responsibilities included:

- Reviewing the client's existing internal process through ethnographic research
- Planning and facilitating design workshops with key stakeholders, often from non-design related backgrounds
- Collaborating with clients to make strategic decisions which satisfy both the needs of the business and the needs of the user
- Creating high-fidelity prototypes for use in usability testing
- Planning and facilitating usability testing sessions
- Providing analysis and reporting findings back to key stakeholders