

GARETH DAVID HOPES

◦ *ux designer* ◦

Inventive, agile, quick to learn and always eager to take the lead

Comfortable with all aspects of the design thinking process, looking to create clean minimal products that captivate the user

STUDY



CAREERFOUNDRY - UX DESIGN COURSE

Barcelona - June 2020 - April 2021

Completed an intensive project-based training program with a focus on the Design Learning Process, UX methodologies and Front End Processes

- Put UX methodologies into practice to create a vocabulary learning application
- Created a native app for runners, taking the product through the entire design process, from the initial research to interviews and testing through to the final design.



KING DIGITAL - SECOND LINE SUPPORT

Barcelona - August 2017 - November 2019

Designated point of contact between the customer facing Player Support team and the producers and QA in the Game Studios

- Responsible for identifying and reporting in-game issues for Candy Crush Soda Saga, with over 100,000,000 installs worldwide
- Introduced regular meetings and stand up sessions, allowing the studios to act better on player insights and bug resolution in a more efficient manner, and in turn maintain the best player experience
- Responsible for managing in-game issues via Zendesk & Jira. Ensuring information was constantly updated and communicated with all stakeholders until issues were successfully resolved.
- Created daily reports to quickly identify game issues, bugs & trends, providing more timely solutions for players and in turn reducing the overall financial impact
- Created and documented the internal procedures on how to handle GDPR legal cases, from documenting the process to liaising with the Legal department and also completion of customer queries and requests.



KING DIGITAL - VIP CUSTOMER CARE

Barcelona, May 2014 - August 2017

Provided Personalised Support for VIP players

- Responsible for VIP player account management, assisting with technical queries and game questions via Zendesk, helping the players to maximise their love of King games
- Promoted to King Online after 6 months as VIP Customer Care, supporting a large community website assisting with game questions, gathering player feedback and reporting on game trends
- Analysed website KPIs via Google Analytics, tracking the players online journey and helping to improve the overall site experience

Further work history available on request

PERSONAL

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garethhopes.com

DIGITAL SKILLS

Figma

Adobe XD, Illustrator, After Effects

Microsoft Office & Excel

Zendesk

Jira

Salesforce

Google Analytics

Confluence

LANGUAGES

English Native

Spanish B2

INTERESTS

Music (Listening & Creating)

Yoga/Pilates/Kettlebells

Street Photography

WORK