Brian Hendrick

Service Designer

References

Available upon request

b.r.hendrick@gmail.com brianhendrick.com @bhndrck

| About | working in agile at scale, deliv | ervice Designer and Product Manager with extensive experience king in agile at scale, delivering end-to-end services, and applying -centred design within the public sector. | |
|-----------|---|--|---|
| Work | Oct 2017 - Present | prisoner money. Building proto | d internal services within the scope of types, usability testing, and experience rend service delivery is constantly centred whilst saving costs. |
| | Apr 2017 - Sep 2017 | | and lean ways of working within the be delivery and automated processes to tomers, volunteers, and staff. |
| | Oct 2016 - Mar 2017 | Delivery Lead / Scrum Master Her Majesty's Revenue and Customs Led and managed a small multidisciplinary team to deliver an unprecedented international project which collects data from multinational enterprises and shares it between tax authorities | |
| | Apr 2016 - Sep 2016 | Strategic Service Design Analyst Department for Work and Pension Redesigned legacy services within DWP's digital portfolio to be more user-centred, cost-efficient, and aligned with departmental strategy. Developed business cases for transformational services which were prioritised and implemented by delivery teams. | |
| | Oct 2015 - Mar 2016 | Digital Policy Advisor Government Digital Service Led the delivery and usability testing of a pilot project that researched assisted digital support for identity assurance, the findings were utilised in future iterations of the GOV.UK service manual. | |
| Education | 2014 - 2015 | MSc Philosophy and Public Policy London School of Economics | |
| | 2010 - 2014 | BA (Hons) Philosophy and Political Science University of Guelph | |
| Skills | Agile Delivery Design Thinking Digital Policy | Experience Mapping HTML and CSS Prototyping | Stakeholder Engagement User Research UX / Service Design |
| Toolset | Adobe Creative Suite Confluence Google Suite | InVision JIRA Marvel | Microsoft Office Suite Sketch Trello |