

JASON CRABTREE

UX Designer living in Stockwell, London

<https://jasontcrabtree.com>

jasontcrabtree@gmail.com

Phone: +44-7599-797180

RÉSUMÉ OBJECTIVE

After moving to London in late 2019 for my long-term career, I'm actively looking for a role as a UX Designer. I excel at problem-solving, teamwork, and asking and solving tough questions. With a strong set of transferable skills from past roles and a passion for learning, I'm excited to join your team and work on your UX design challenges.

EDUCATION

Bachelor of Arts (B.A.), Psychology
completed Feb 2009–July 2012 Massey
University, New Zealand

SKILLS and CAPABILITIES

- User experience design (UX)
- User interface design (UI)
- User and Customer research (Qualitative and quantitative)
- Workshop facilitation and planning
- Design Sprints and Design Process
- Communications and collaboration
- Problem-solving and critical-thinking
- Consistent learning and development
- Front-end HTML and CSS development

TOOLS

Figma, Sketch, HTML, CSS,
macOS, Windows, Adobe, Agile

ACHIEVEMENTS and AWARDS

- FreeCodeCamp Responsive Web Design Certificate (2019).
- Customer-First Award, IAG NZ (2017) for internal customer advocacy leadership.
- Consistent internal IAG awards for leadership and collaboration.
- Community Toastmasters Club for 15–Mo. Session leader and facilitator.

EMPLOYMENT HISTORY

Travelling, Personal Development, Job-Hunting
Dublin & London, Feb 2019–Current

INSURANCE AUSTRALIA GROUP, New Zealand Oct 2014–Jan 2019

- **Customer Experience Design Lead 11 months**
UX and Service Designer role designing digital, phone and in-person customer experiences. Core responsibilities of customer journey mapping, HCD, service design, personas and workshop facilitation.
- **Customer Insights Consultant 1 year**
Customer Research role focused on phone-based qualitative interviews with customers, NPS reporting, insights, analysis and presentations.
- **Senior Insurance Claims Manager 8 months**
Project managed a portfolio of ~50 ongoing complex claims plus mentoring and coaching. Built new tools to improve team efficiency and process.
- **Insurance Claims Manager 2 years**
Account management role processing a portfolio of 200 claims. Required empathy and teamwork.

ST JOHN AMBULANCE, New Zealand Sept 2012–Aug 2014

- **Emergency Medical Call Handler 2 years**
Phone-based medical triage and emergency ambulance dispatch in life-or-death situations.

British, Irish and New Zealand Citizen living in Stockwell, London. References available on request.