

JASON CRABTREE

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UX Designer based in Stockwell, London

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 *Feb 2009–July 2012* Massey University, New Zealand

SKILLS & 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
- Rapid learning and development
- HTML and CSS development

TOOLS:

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

ACHIEVEMENTS & 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, while 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.