

# JASON CRABTREE

UX Designer living in Stockwell, London

<https://jasontcrabtree.com>

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## RÉSUMÉ OBJECTIVE

I'm actively looking for a role as a UX Designer in London. I shine when designing thoughtful experiences and in teamwork, systems-thinking and problem-solving. I bring a strong set of transferable skills from past roles and a passion for learning. Most of all, 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
- Modern 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.*