

## **RESUME OBJECTIVE:**

After a recent move to London for career growth and opportunities, (via a short-term stay in Dublin), I'm seeking a role as an **Associate/Junior Product/UX Designer**. With a strong set of transferable skills and a passion for learning, I'm excited to join your team and thoughtfully design solutions for your business.

## **SKILLS & CAPABILITIES:**

- **User Experience Design (UX):** Experienced with wireframing, storyboards, user flows, process maps, personas, user stories and documentation to achieve successful results for customers. Able to balance UCD against commercial and project constraints. Passionate about ethical, User Centered Design.
- **User Interface Design (UI):** Comfortable solving a wide variety of visual and product design challenges. Able to design accessible, reliable solutions for mobile and responsive web products.
- **User & Customer Research:** Conducted ~1200 phone-based interviews with customers; to explore and understand their experiences. Collaborated with IAG research team to run surveys and customer interviews. Comfortable using research insights and data to inform design strategy and decisions.
- **Design Methodology & Process:** Experienced with Figma, Sketch, Adobe, HTML and CSS. Familiar with design systems use-cases and importance. Comfortable working in Agile Scrum team sprints.
- **Communication & Team Collaboration:** Effective written and verbal communicator with a proven ability to maintain positive, effective relationships with colleagues, stakeholders, clients and customers.
- **Problem Solving & Critical-thinking:** Able to work autonomously and proactively on ambiguous, challenging problems. Comfortable asking for help, iterating and responding to feedback and change.
- **Attitude & Work Approach:** Eager to continue learning, growing and sharing knowledge. I strive to be humble, kind and patient at all times and deeply enjoy building trust with colleagues and teammates.

## **EMPLOYMENT HISTORY:**

**Travelling & Personal Development,** Dublin, Feb - Dec 2019

**Insurance Australia Group,** New Zealand Oct 2014 - Jan 2019

- **Customer Experience Design Lead** 11 months  
UX and Service Design role designing improved digital, phone and in-person customer experiences. Worked in an agile, cross-functional scrum team to collaborate and achieve results.
- **Customer Insights Consultant** 1 year  
User Research role focused on phone-based qualitative interviews with customers, reporting, insights and analysis.
- **Senior Insurance Claims Manager** 8 months  
Project managed portfolio of ~50 complex claims, while mentoring and coaching. Built tools to improve team efficiency.
- **Insurance Claims Manager** 2 years  
Account management role processing a portfolio of 200 claims.

**St John Ambulance,** New Zealand Sept 2012 - Aug 2014

- **Emergency Medical Call Handler** 2 years  
Phone-based medical triage & emergency ambulance dispatch.

## **EDUCATION:**

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

## **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 15-Mo. Regular session leader.