

## **RESUME OBJECTIVE:**

After a recent move from New Zealand to London for career growth and opportunities, I'm seeking a role as a **Junior UX/Product Designer**, either agency or in-house. With a strong set of transferable skills and a passion for learning and growth, I'm excited to thoughtfully and creatively contribute to your business.

## **SKILLS & CAPABILITIES:**

- **User Experience Design (UX):** Passionate about User-Centred Design, having used wireframing, storyboards, user flows, process maps, personas, user stories and documentation to achieve successful results for customers. Able to balance user-centric design against commercial and project constraints.
- **User Interface Design (UI):** Developing visual design capability through self-driven learning and study. Able to design accessible, consistent and clear solutions for mobile and responsive web products.
- **User & Customer Research:** Conducted ~1200 phone-based customer interviews to explore and understand their experiences. Collaborated with IAG research team on in-depth surveys and customer interviews. Comfortable using research insights and data to inform design approach 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:**

**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. Results and insights were analysed and interpreted, reported and presented to Senior Leadership.
- **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

## **ACHIEVEMENTS & AWARDS:**

- FreeCodeCamp Responsive Web Design Certificate (2019).
- Customer-First Award, IAG NZ (2017) received for customer advocacy leadership.
- Consistent internal IAG awards for collaboration, innovation, leadership and teamwork.
- Founding Executive Committee, Corporate Toastmasters Club 3-Mo, Executive Committee. Community Toastmasters Club 15-Mo. Regular session leader.