HI, I AM
MADELEINE KINGSLEY

PHONE | 0481 259 281

EMAIL ADDRESS | maddiekingsley1209@gmail.com

ADDRESS | Toowong, Brisbane

Hi, my name is Maddie and I believe sparking conversations is the best way to solve any problem. I like to be fast, yet efficient. Working mainly in cross-functional teams, I am comfortable with the full digital delivery process, including research, requirements gathering, UI design, supporting the design and development team, and overseeing the quality assurance within agile projects. I am usually happy with any job tasked to me, as long as I am learning. Whether that's getting out and engaging with our audience or building the company culture within the office.

I look forward to possible future work presented to me as I continue to gain experience and progress through my career.

Compare the Market

January, 2020 - July 2021 | *Compare the Market is a comparison website that compares products from electricity and gas, credit cards all the way to health insurance.*

During my time at Compare the Market I helped rebuild and redesign the journeys for travel insurance, health insurance and energy comparison. Other initiatives I was heavily involved in was designing and building components for our design system using Figma.

- Took part in the building and scaling the CtM design system. As well as coming up with processes as to how to maintain it, add version control and improve existing components.
- Opportunity to work in a company that has had remarkable growth within the last year which has allowed me to be a part of the team who sets the process for design teams moving forward.
- Used Figma for designs & interactive prototypes
- Delivered customer research, market research, and user experience blueprints
- Facilitated customer interviews & gorilla testing
- Set up team lunch & learns to foster a positive team culture
- Development handovers & support

- Constantly seeking feedback and providing critiques
- UI testing once developer have completed work for DEV, UAT & PROD
- Presenting to stakeholders
- Constantly being the voice of the customer.
- Taking part in technical implementation to try and understand the underlying foundation of our systems and architecture. Creating a shared back and forth empathy with the team. Building a more connected workflow.

Sniip

July 2018 - December 2019 | *Sniip is a FinTech company that has developed a digital payment option where customers can scan a QR or BPAY code to pay their bills.*

Sniip is a Brisbane based company where the tasks and duties delegated to me expanded the end to end product and customer experience. Starting with discovery and ending with testing and approval of development into production, relying heavily on stories and prototypes in between.

- Able to bring energy to the room
- Working within a cross-functional development team.
- Writing test cases and collaborating with the developer
- Actively managed and ensured a continuous stream of design work for the development team
- Conduct user research and testing. Usability Testing, Interviews.
- Working the support desk and providing support to users
- Designing deliverables including; Process flows, wireframes, visual designs, documenting requirements, customer research, Market/Competitor research, Customer personas, Experience map
- Perform manual testing on mobile and web applications
- Identify and document defects
- Attending, contributing and providing updates in standard agile meetings; elaboration, estimation, daily stand-up, retrospective
- Gather and understand business requirements through preparing and facilitating small workshops
- Occasional general graphic design support to the marketing department including website support & presentation materials

University of Queensland

July 2018 - December 2019 | *UQ's School of Information Technology and Electrical Engineering is at the leading edge of information and communications technology.*

Throughout my time at UQ, I tutored and helped create content for three design courses. Tutoring has presented a series of different challenges. Many of these have helped me become a confident public speaker and relearn foundational theories.

Course I tutored:

DECO3500 - Social & Mobile Computing

DECO3800 - Design Computing Studio 3: Proposal

DECO2500 - Human-Computer Interaction

- Reinforced ability to communicate clearly, logically, and creatively
- Exposed to different learning styles from different course coordinators
- Became aware of my own personal learning style
- Marking and critiquing students work
- Lectured on Agile methodology
- Encouraged group engagement
- Guided students and helped them to break down and analyse problems
- Working closely with course coordinators to help refine and iterate on course content and structure

Education

2013-2016 **UNIVERSITY OF QUEENSLAND** Bachelor of Information Technology

Graphic Design | Human Computer Interaction | Interactive Design | Physical Computing | Design Computing | Web Design | Creative Thinking

2010-2011 **MOUNTAIN CREEK STATE HIGH SCHOOL**

2008 - 2010 **JAKARTA INTERNATIONAL SCHOOL, INDONESIA**

Referees

Elloise Przybylo

Senior Business Analyst, Thoughtworks

Elloiseprz@gmail.com

0435 124 521

Alistair Cornish

CTO, Sniip

0447 407 159

alistair.cornish@sniip.com

Lorna Macdonald

Lecturer in Interaction Design at UQ

0402 330 497

lorna@itee.uq.edu.au

Rebecca Marsden

Team leader of Customer Experience Team

0422 716 732

rebecca.marsden@comparethemarket.com