

Miguel Divo

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Education

Loughborough University / Loughborough, UK (Oct-2023 to Present) Masters:

- **User Experience and Service Design**, M.A.
- **Modules:** Design Research Methods, Usability Principles & Practices, Experience & Service Design, Design for Inclusivity

Queen Mary University of London / London, UK (Sep-2020 to Jul-2023) Bachelors:

- **Creative Computing**, BSc (Engineering) with Honour – **First Class** (1st)

Jumeirah College / Dubai, UAE (Sep-2013 to Jun-2020):

AS & A Level: Computer Science – **B**, Art & Design – **A***, Physics – **B** (AS & A Level)

GCSEs: Computer Science – **A**, Mathematics – **7/A**, Art – **B**, English – **7/A**, Spanish – **A**, Triple Sciences – **8/A*-A**, Other – **A-B**

Experience & Projects

Technology Internship, Bright Network IEUK (Jun-2023 to Jul-2023):

- Tackled a real-world scenario task from Lloyds Banking Group to develop an innovative technical solution for SMEs to achieve net-zero carbon emissions.
- Proposed an online marketplace that brings together sustainable SMEs, suppliers, and industry experts, offering features such as a sustainable supplier directory, knowledge hub, collaborative tools, and a carbon footprint tracker.
- App proposal would provide SMEs plethora of resources and information to achieve net-zero.

UI/UX Designer, FDM UI/UX Design uHack Challenge (Jun-2023):

- Participated in FDM's UI/UX uHack, tasked to create a wireframe for FDM's Alumni Network. Figma used to design the wireframe, incorporating requirements interviewed and discussed with stakeholders. Pitched the wireframe and presented it to a competition board panel.
- assigned diverse roles and collaborated effectively to create a polished proposal that incorporated everyone's ideas and questions, winning the competition.

Dissertation Project, ParallelTracks (2023) [Link to page](#):

- Used Django/Python to create a music recommendation website for underground artists.
- Figma used to develop an interactive/effectively informative page through minimalism.
- Bootstrap used for frontend development framework, coincided with HTML, JavaScript, and CSS to create all elements and interactions between the frontend, backend, and database.

UI/UX Designer, Freelancing (April-2022 to Feb-2023):

- Crafted a high-fidelity wireframe web design using Figma for Carchived, an Instagram car page, ensuring a seamless user experience and captivating design.
- Prototypes of web designs and graphics for Archive Radio created using Figma, focusing on simplicity and interconnected navigation with their other channels.
- Actively engaged with clients to understand their vision, requirements, and branding guidelines, incorporating feedback to exceed their expectations.

MS Power Automate Developer, Arena Europe, Middle East & Asia, (Jul-2022 to Sep-2022):

- Developed and implemented a budget request approval form system using Microsoft SharePoint, Power Automate, and Workflow. Created custom forms and workflows within to streamline the approval process.
- User research survey conducted to understand the needs of employees for the new system.
- Created and designed SharePoint sites customised to the unique requirements of different projects, enabling effective collaboration and information management, optimising business processes and enhance productivity for the organisation.

Skills and Interest

- User Research:** During my master's projects at Loughborough University, I honed my user research skills, conducting ethical interviews and observations while quantifying data to identify trends in laundry facility experiences. I also applied heuristics and psychological principles to perform comprehensive usability tests on the YSL website, combining quantitative and qualitative evaluations.
- Front-End Development (Coding):** During my undergraduate dissertation project, I developed a music-sharing website for underground artists. I coded the front-end using HTML, CSS, JavaScript, and Bootstrap, and the back-end with Django/Python. This project enhanced my understanding of information architecture, focusing on user-friendly data organisation.
- Collaboration:** Winning FDM Group's UX/UI uHack competition required strong teamwork. Despite having only three team members instead of six, we assigned diverse roles and collaborated effectively to create a polished proposal that incorporated everyone's ideas and questions, resulting in an optimal solution.
- Problem Solving:** During my internship at Bright Network IEUK, I tackled a unique challenge of helping SMEs achieve net-carbon zero. I demonstrated problem-solving skills by swiftly assessing the issue, exploring innovative approaches, and devising a mobile app to provide SMEs with comprehensive information and resources, promoting accessibility and sustainability.
- Prototyping:** Through majority of my experiences, Figma has played a key role not only on designing engaging interfaces and visuals, but also developing prototypes using results from user research to be able to create a feasible design and fluid experience for users.
- Communication:** In my UX freelancing work, effective communication was crucial. I interacted with diverse clients, organised meetings, and maintained regular contact to ensure everyone was aligned on project goals, preventing potential delays caused by miscommunication.

- ☐ Partaker in '**Let's Talk Design**' Talk at Loughborough University (2023-Presnet): Open discussing about various topics of design; from product design to interact design, to art and architecture.
- ☐ Part of **Design Engineering Society** during my time at Queen Mary University of London (2022-2023): Learned about Design Thinking, Product Design, Figma.
- ☐ Interested in art, design, music, music production, motorsports, football, basketball, fashion, videogames, Lego.
- ☐ Fluent in English and Spanish.

Certifications & Achievements

- ☐ **FDM Group UI/UX uHack**, My team was voted as *Winners* by a board of panellists ranging from different departments within FDM Group (Jun-2023)
- ☐ **The Fundamental of Digital Marketing**, *Google Digital Garage* (Jun-2023)
- ☐ **Designing Accessible Components in Figma**, *LinkedIn* (Mar-2023)
- ☐ **Figma for UX Design**, *LinkedIn* (Mar-2023)
- ☐ **UX Design Workshop**, *BrainStation London* (Mar-2023)
- ☐ **Christmas Fundraiser**, volunteered for the Baal Dan charity, raising money to help disadvantaged children in 3rd world countries; specifically a blind/visually impaired children school in India by raising money for learning equipment. Each year we have been able to raise 6000AED. (Dec 2018 – Dec 2020)