

Ruth Oliver

UX Designer

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EXPERIENCE

NHS, UK — Healthtech UX Researcher and Solutions Designer

JUL 2025 - PRESENT

Delivering optimal technology-enabled solutions based upon a user-centred design approach, building effective relationships between wider operational and design teams to drive adoption to enhance the quality of clinical care.

HM Revenue and Customs, Bristol — Senior User Researcher

DEC 2022 - JUL 2025

Work on a variety of high profile projects supporting the 2023 revaluation of commercial property, development of new digitals for commercial and domestic property taxation regimes.

Hargreaves Lansdown, Bristol — User Researcher

AUG 2021 - DEC 2022

Plan, design, and conduct a range of user experience research activities to help your team gain the confidence they need to make evidence-based decisions.

EDUCATION

CareerFoundry, Bristol — UX/UI Design Certification

MAY 2021 - AUG 2021

University of Bristol, Bristol — BSc Experimental Psychology (First, Hons)

OCT 2011 - JULY 2014

PROJECTS

Now-u — non-profit app, UX/ UI Designer volunteer

Help in plans to enable mobile app users to access their now-u account through the website, including a mix of improvements and creating new functionalities.

SKILLS

Great team player
Excellent communication
User persona creation
User testing
Effective workshopping
Passion for coaching and mentoring
HTML5 / CSS / JavaScript

TOOLS

Adobe XD
Figma
Sketch
Marvel
Bugsee
Visual Studio
Git
Microsoft Office

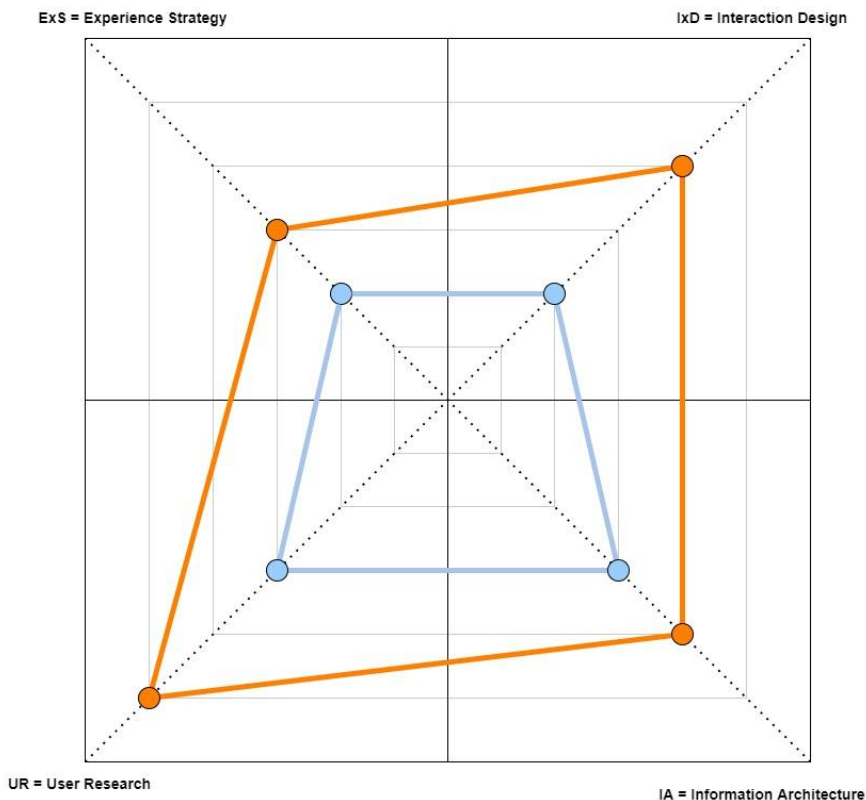
REFERENCES

Available on request

Future Portfolio

1. **Now-u** - Apply to be a volunteer UX designer for a non-profit app. I will coordinate with the core team on issues like navigation, page routing, product page design and more. I hope to also develop mock-ups for our development and design teams.
2. **Hargreaves Lansdown** - Working here as a UX researcher, I will work with the lead user researcher and the rest of the user research team to promote and shape user research. I will help colleagues define and articulate research goals and user-centric measures of success, plan, design, and conduct research with users to provide robust evidence for making decisions. I will aim to support product owners and other colleagues in turning research findings into actions.
3. **HM Revenue and Customs** - Here I will lead and complete user research for wide-ranging, strategic projects, programmes and/or portfolios of work (e.g., Making Tax Digital for Business, etc.). While I will focus on planning, designing, preparing and executing activities to support the design, development and continuous improvement of government services, I will also look to contribute to the wider user research community including presenting at meetups, writing blog posts and leading on aspects of practice.
4. **Healthtech UX Researcher and Solutions Designer** - I will be ensuring greater clarity on clinical issues needing to be solved and sourcing of optimal solutions co-designed to best meet these needs, resulting in high quality, safe, and fit-for-purpose health technology products that improve care delivery and experience for clinicians, carers and people who use our services across the local and wider health and care network.

Quadrant Exercise



Next Steps

- ☐ Finish Careerfoundry UX Design course
- ☐ Continue reading reference book on UX/UI Design
- ☐ Network using a blog, contacts in the industry, Twitter and LinkedIn
- ☐ Find volunteer and work experience positions to add real-world experience to my portfolio