

STEPH DUNN

USER EXPERIENCE

POSITION:

Interaction Designer

TO:

Fjord/Accenture
London, UK

FROM:

Steph Dunn
User Experience

CONTACT



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COVER LETTER

Dear Sir/Madam

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I am writing to express my interest in the role of Interaction Designer at Fjord. I believe the knowledge and training in UX I gained as part of my Masters' in Human Computer Interaction combined with my experience researching and designing products for a range of clients make me an ideal candidate for this role.

I was originally introduced to HCI as an abroad student at the University of Edinburgh. After working at Yelp in San Francisco for three years, I returned to Scotland to complete a Masters in the subject at the University of St Andrews. This journey has given me a committed interest in understanding a product's user experience, and how to translate this understanding into recommendations for a better design.

During my Masters' programme, I researched and prototyped a hyperlocal e-commerce app called Peruse. I was placed on a team and matched with a client wishing to implement the app concept. We conducted contextual user research, consolidated our findings into insights, and focused on the largest problems identified in the domain to guide our design. Solutions were consolidated into high-fidelity prototypes before presenting the product to our client.

More recently, I have completed my dissertation with a mental health startup called Ginger.io. Ginger.io contracted me to investigate usability problems their care providers face as part of their work. I have been researching and designing a system in which I identified problems in their employees' workflow and designed solutions. These solutions were consolidated into an interactive prototype that I conducted usability testing for to validate the design. This client relationship has been an invaluable experience in understanding a client's goals and delivering an innovative solution to a complex problem.

The present opportunity excites me because I'm eager to be part of an interdisciplinary team working with great clients. I believe the position with Fjord will be an exciting opportunity to champion the end user in pursuit of a more effective digital disruption. I am a tenacious and self-driven team player and am excited to take on a challenging role. My work experience reflects my work ethic, and my portfolio reflects my skill and acumen.

Thank you for your consideration,

Steph Dunn