


Profile UI designer with a background in account management in tech start-ups. Experience solving user problems in fast paced environments and creating niche solutions for users in budget constrained conditions. Creator of intuitive and clean designs that serve the product and ultimately the user.

- Experience** **UX/UI Designer**
tomcharliedesign (Freelance) Oct 2020 - Present
- Defined user flows based on client briefs, usually in situations where the idea of how the product would exactly work was largely undefined.
 - Created wireframes of all fidelities and packaged exports in a clean and precise manner ready to be handed off to developers.
 - Designed app mockups for pitch decks for projects seeking funding.

- Lister Experience**
Spotahome Ltd, London Jan 2020 - Oct 2020
- Designed and created guides and onboarding packages for landlords to assist interaction with the platform, specifically the landlord panel.
 - Gathered account feedback, gained insight on user journeys and how the platform is used, and designed and ran tests to improve account performance.
 - Planned and presented quarterly performance reviews for all key accounts with the aim of increasing platform engagement.


- Key Account Manager**
Spotahome Ltd, London May 2019 - Jan 2020
- Wrote and contributed to design on monthly newsletters sent out to landlord users.
 - Conducted account interviews to gauge the need for new value-adding product ideas.


- Booking Management Agent**
Spotahome Ltd, Madrid Dec 2017 - May 2019
- Partook in usability testing for new internal tools used by the customer experience team.
 - Managed complex complaint cases between landlords and tenants, ensuring the needs of both parties were met wherever possible.

 **Contact**
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 **Education**
UI Design Immersion
Career Foundry
January 2020 - Present
Intensive UI Design training bootcamp with a focus on UI principals, UX design process, native app design for iOS and Android, responsive web design and frontend development

BSc (Hons) Biology 2:1
The University of Leeds
September 2011 - 2014

 **Skills**
Sketch, InVision, Affinity Designer, Affinity Photo, Wireframing, HTML, Responsive Web Design, Native App Design, Rapid Prototyping, User Flows and Diagrams, User Personas, Google Docs Sheets and Slides, Microsoft Office, PowerBI, Zoho CRM

 **Languages**
English Native
Spanish B2