## **Brian Hendrick**

Service Designer

References

Available upon request

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About	working in agile at scale, deliv	A Service Designer and Product Manager with extensive experience working in agile at scale, delivering end-to-end services, and applying user-centred design within the public sector.	
Work	Oct 2017 - Present	prisoner money. Building proto	d internal services within the scope of types, usability testing, and experience rend service delivery is constantly centred whilst saving costs.
	Apr 2017 - Sep 2017		and lean ways of working within the be delivery and automated processes to tomers, volunteers, and staff.
	Oct 2016 - Mar 2017	Delivery Lead / Scrum Master  Her Majesty's Revenue and Customs  Led and managed a small multidisciplinary team to deliver an unprecedented international project which collects data from multinational enterprises and shares it between tax authorities	
	Apr 2016 - Sep 2016	Strategic Service Design Analyst Department for Work and Pension Redesigned legacy services within DWP's digital portfolio to be more user-centred, cost-efficient, and aligned with departmental strategy. Developed business cases for transformational services which were prioritised and implemented by delivery teams.	
	Oct 2015 - Mar 2016	Digital Policy Advisor Government Digital Service Led the delivery and usability testing of a pilot project that researched assisted digital support for identity assurance, the findings were utilised in future iterations of the GOV.UK service manual.	
Education	2014 - 2015	MSc Philosophy and Public Policy London School of Economics	
	2010 - 2014	<b>BA (Hons) Philosophy and Political Science</b> University of Guelph	
Skills	Agile Delivery Design Thinking Digital Policy	Experience Mapping HTML and CSS Prototyping	Stakeholder Engagement User Research UX / Service Design
Toolset	Adobe Creative Suite Confluence Google Suite	InVision JIRA Marvel	Microsoft Office Suite Sketch Trello