

Profile

I am a driven UX professional with a strong background in user research and a keen eye for design who thrives in creative and problem-solving environments. My motivation lies in delivering impactful work that creates positive and meaningful experiences for users. I find excitement in working closely with users and actively engaging in collaborative teams to enhance my professional and personal development. Outside of work, I am a travel, photography, and pilates enthusiast.

Key Skills & Tools

Skills

- Multi-Disciplinary Collaboration
- Problem-Solving
- Critical Thinking
- Empathy
- Active Listening
- Project Management
- Stakeholder Management
- Influencing
- Time Management

Tools

- Figma
- Miro
- Notion
- Visual Studio Code
- IntelliJ IDEA
- GitHub
- IBM SPSS
- SuperLab

Professional Highlights

- For my masters dissertation project, I conducted in-depth research into the design of online community platforms to support bicultural individuals, with a focus on inclusivity for those from minority ethnic backgrounds. The project was meaningful for me to work closely with these users and to give a voice to underrepresented groups. Following the success of my dissertation, I graduated at the top of my class and received an award for academic excellence.
- In my most recent role, I had the invaluable opportunity to support workshops for individuals with aphasia and developmental language disorders. This experience allowed me to engage directly with users who have unique lived experiences, gaining first-hand insight into the critical considerations designers must address to create inclusive and accessible solutions - something that I aim to bring to any future role.

Work Experience

UX/UI KTP Associate

City, University of London & KAI Computer Services | Feb 2024 - Aug 2024

- Led workshops and presentations to up-skill and engage senior management & development teams on UX/UI principles, methodologies, and best practices, resulting in an increase in adoption of user-centred design.
- Collaborated closely with design teams to incorporate UX/UI techniques and approaches into the software development lifecycle, improving overall product usability.
- Conducted in-depth user research, data analysis, and evaluations to inform design decisions by delivering actionable insights to enhance user satisfaction rates.
- **Key Projects:**
 - Led in-depth user research to identify opportunities to enhance the user experience of accountancy software through interviews and usability testing.
 - Redesign of the HCID City website to improve user satisfaction
 - Supported workshops for individuals with aphasia and developmental language disorders, contributing to research to inform the design of inclusive and accessible data visualisation.

Travel Money Advisor

Sainsbury's Bank | Apr 2022 - Dec 2022

- Provided expert guidance to customers on currency exchange rates leading to a 50% increase in turnaround and an average increase of £1000 in monthly revenue.
- Processed customer transactions with 100% accuracy using computer systems and software programs, averaging 50 transactions per day during peak seasons.
- Maintained an organised work area, including cash management and till reconciliation, resulting in a 90% reduction in errors and discrepancies.
- Built strong relationships with customers through excellent communication and customer service skills leading to a 20% increase in repeat business.

English Language Instructor

Korea POLY School | Feb 2019 - Feb 2022

- Delivered engaging and effective English language instruction to over 200 students of varying levels, ages, and backgrounds.
- Designed and implemented 50+ lesson plans, activities, and assessments aligned with the school's curriculum and learning objectives.
- Provided regular feedback and assessment of student progress to 100+ parents and guardians through progress reports and parent-teacher conferences.

Education

MSc Human-Computer Interaction (Distinction)

Newcastle University | 2022 - 2023

- **Academic Achievements:** Academic prize for graduating top of class
- **Key Skills:** User-Centred Design, Wireframing, Prototyping in Figma, Project Management, State-of-the-Art Review, User Flows, Synthesis of Research Findings, User Interviews, Participatory Design Workshops, Persona Development, Usability Testing, Heuristic Evaluation, Affinity Diagramming, Journey Mapping, Cooperative Evaluation

BSc (Hons) Psychology (Upper Second Class Honours)

University of Hertfordshire | 2015 - 2018

- **Key Skills:** Research Methods, Qualitative and Quantitative Data Collection, Statistical Data Analysis in SPSS, Surveys and Questionnaires, Focus Groups, User Interviews, A/B Testing, Experimental Design using SuperLab, Literature Review, Data Analysis

Certifications

Complete Web & Mobile Designer

Udemy | Sep 2024 - Present

- **Key Skills:** Wireframing, Prototyping, Design Thinking, Figma, HTML, CSS

KTP Management Training Program

Ashorne Hill | Apr - Aug 2024

- **Key Skills:** Stakeholder Management, Delegation Techniques, Risk Analysis, Influencing, Leadership and Management, Change Management, Marketing, Cash Flow, Competitive Advantage, Business Strategy

Bookkeeping Transactions & Controls

Pitman Training | Apr - Jul 2024

- **Key Skills:** Manual Bookkeeping, Double Entry Accounting, Ledger Management, Day Books Management, Cash Book, Financial Reporting

Introduction to Web Development

Code First Girls | Jun - Jul 2023

- **Achievements:** Highly Commended Candidate
- **Key Skills:** HTML, CSS, Javascript, Bootstrap, UX/UI Design, GitHub, Wireframing, Collaboration

Introduction to Data & SQL

Code First Girls | Apr - May 2022

- **Key Skills:** MySQL, Data Analysis, Data Manipulation, Database Management, Data Visualisation