

# Claire Young

Research-led Senior Product Designer with over a decade of experience designing impactful product experiences

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## EXPERIENCE

**SiteAssist | Senior Product Designer** | Oct 2022 - Present

Designing solutions to enhance the safety and efficiency of high risk industries

- Helping users find their permits 30x faster by redesigning the mobile permit listings based on user research
- Designing a GeoLocations feature for UK Construction Managers with real time visibility of their teams locations during briefings (mobile app)
- Designed a cutting-edge mapping feature that provides real-time visibility of nearby high risk activities in the construction of buildings
- Laying the groundwork and base designs for the new Mimic feature, working closely with Balfour Beatty, and building on the existing plans feature, resulting in us securing additional crowdfunding
- Utilising the design system to create rapid prototypes that can be tested, refined and iterated - within a fast paced environment
- Working closely with CTO and tech teams, and ensuring UX stays in sync with engineering, maintaining creative integrity from end-to-end

**PepperHQ | Product Designer** | Nov 2020 - July 2022

Designing branded apps for the hospitality sector (ie. Itsu, GBK, Youngs)

- Worked as the sole designer, working end-to-end (B2B & B2C) within a fast paced Agile environment across iOS, Android and Web
- Led the UX/UI of multiple projects including the 'Pay your bill' product, Gift cards, Multipart orders, loyalty, and parent categories
- User Research: competitor analysis, field visits, regular user testing, workshop facilitation (internal/external), and data analysis

**OpenBlend | Product Designer** | Nov 2019 - AUG 2020

Designing solutions for a cutting edge HR performance platform

- Redesigned the platform's architecture and branding capabilities (as the sole designer). This led to us winning a long term contract with Doctor Martens
- Redesigned OpenBlends key 'Objectives' feature using evidence based design practices, resulting in a 59% increase in user engagement
- Designed the new ratings feature based on the OKR performance model

**BCA Marketplace | Product Designer** | Oct 2018 - Oct 2019

Designing B2B enterprise solutions for the automotive industry (BMW, VW)

- User-centred research: observation analysis/field studies, and user testing
- Defining all major pain points across each brand vendor and working closely with remote dev teams (including visits to our Saville offices) to redefine the User experience

## SKILLS:

- UI/Visual Design
- User Experience Design
- User Research/User Testing
- Leadership
- Collaboration/Workshops
- User Empathy
- Agile/Lean Design
- Cognitive Psychology in UX
- Usability
- Product Ownership
- Mentoring
- Project Management

## INDUSTRY EXPERIENCE:

- Pharma
- FMCG
- Cyber Security
- Public Sector
- Construction/High Risk
- Financial
- Human Resources
- Hospitality
- Automotive
- Health & Beauty

## EDUCATION:

Guildford Tech

- BTEC: Graphic Design
  - CITY & GUILDS: Design Principles
- Collingwood School
- 8 GCSEs

## AWARDS & ACCOLADES:

GlaxoSmithKline (GSK)

- Silver Award for outstanding Contribution

Guildford Tech

- Student of the Year Award

## TOOLBOX

### • Digital Stack:

Figma, Figjam, Loom, Framer, Notion, Zeplin, Useberry,

## Tax Systems | **Product Designer** | Nov 2016 - Oct 2018

Transforming complex and dated financial legacy systems (B2B) into elegantly designed 21st century applications as the sole designer

- **Project:** Transformed a popular but historical suite of tax products into one integrated (cloud) framework and a modern, consistent UI. These were highly dated financial systems, which had never received design input, redesigned into one cohesive, elegant product suite.
- **Process:** User research, problem definition and solution, formation of experience hypothesis, UX strategy, Competitor analysis, prototyping, design iteration (Agile), and visual design.

## Freelance | **Product Designer** | Aug 2016 - Oct 2016

Clients included Waitrose, OPENHealth, and Hewlett Packard (HP)

## UKCloud (Public Sector) | **Product Designer** | July 2014 - Aug 2016

Working with customers (ie. MoD, Law enforcement and UK Parliament), as the sole UX/UI designer at UKCloud. I was responsible for leading all UX activities such as customer research, testing, user flows, and polished UI. Redesigned the customer portal (SaaS). Launched an internal 'Voice of customer' community, which allowed us to become a user-first business.

## BAE Systems | **Creative Manager** | Sep 2013 - July 2014

Managed a team of designers. Designed, developed and managed all aspects of BAE systems (Applied Intelligence) external facing online/digital presence, including web, SEO and social media to support brand awareness.

## William Russell | **Design & Marketing Manager** | Nov 2012 - Aug 2013

I ensured my marketing department ran smoothly and effectively, increasing online leads by 30% within 4 months.

## GlaxoSmithKline | **Global Design Leader** | Dec 2011 - Nov 2012

Pronamel - Biotene - Sensodyne - Corsodyl

Led the redesign and relaunch of the above brands. Managed 3 external creative agencies (including Interbrand), regularly pitching ideas to key stakeholders. Awarded the 'Silver award for Outstanding Contribution'

## Regus | **Design Studio Manager** | Dec 2007 - Dec 2011

Managed the in-house creative team (a mix of 8/9 digital and print designers). I also single handedly redesigned the Regus's suite of global websites.

## Allianz | **UX/UI Designer** | Jan 2007 - Dec 2007

Screenpages | **UX/UI Designer** | 2006 - 2007

Avis | **Digital Designer** | 2005 - 2006

Mankind | **Digital Designer** | 2004 - 2005

Sketchapp, Principle, Proto io, Adobe CS, Omnigraffle, Balsamiq, Github, Jira, aHa, Notion, Confluence, HotJar, Miro, Smartlook, Dovetail, Userbilla

## • **Physical:**

Paper prototyping to Hi-Fi polished UI, interviews, comp analysis, surveys, accessibility, personas, agile methodologies, user testing, wireframing, building customer relationships, workshop facilitation, scenarios - user mapping/flows and banter

## **INTERESTS:**

Psychology/personal development, [painting](#), yoga, hiking, mental health and neurodiversity advocate, running, philosophy, standup comedy and [charity work](#).

## **FAVORITE TESTIMONIES:**

"Working as a sole designer, Claire has had a huge challenge to deliver on multiple work streams with prolific context switching. Claire has handled this masterfully, with a calm, methodical approach...[read more](#)

**Pepper | Adam Robinson - CPO**

"Claire is driven in all the right ways and is blessed with a much needed sense of humour...[read more](#)

**BAE | Simon Granger - Website Manager**

"I worked with Claire for a couple of years with Claire acting as my lead designer. During this time Claire produced the entire design framework for the current Regus portfolio of sites...[read more](#)