Claire Young

Senior Product Designer

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EXPERIENCE

Freelance | Senior Product Designer | July 2024 - Present
Currently working on multiple projects in the mental health and wellbeing space

SiteAssist | Senior Product Designer | Oct 2022 - July 2024
Designing research-led solutions for high risk industries

· Helping users find their permits 70% faster by refactoring web/app listings
· Designed a GeoLocations feature that helps UK Construction Managers view team briefing locations
· Designed a cutting-edge mapping feature that gives construction teams 30% of their time back, while tackling clash related fatalities
· Working closely with tech teams, 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

· Created a winning PoC for Itsu, leading to a signed contract worth half a million
· Led the UX/UI of multiple projects including 'Quickpay' which saves end users up to an hour per table
· End-to-end design across multiple projects including payments, checkout, loyalty & Rewards, multipart ordering, and the B2B customer portal
· User Research: Regular user testing, workshop facilitation, data analysis, **working closely with tech teams**

OpenBlend | Product Designer | Nov 2019 - AUG 2020
Designing solutions for a cutting edge HR performance platform

· Designed PoC which led to us winning a contract with Doctor Martens
· Designed 'Objectives', causing 59% increase in user engagement
· Designed the new ratings feature based on the OKR coaching model

BCA Marketplace | Product Designer | Oct 2018 - Oct 2019
Designing B2B enterprise solutions for the automotive industry (BMW, VW)

· User research: observation analysis/field studies, and user testing
· Defining all major pain points across each brand vendor and working

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,

closely with remote dev teams to redefine the User Experience

Tax Systems | Product Designer | Nov 2016 - Oct 2018
Transforming highly complex and dated financial systems into elegantly designed 21st century app's (sole UXer)

· **Project:** Transformed a popular but historical suite of tax products into one integrated (cloud) framework and a modern, consistent UI.
· **Process:** User research, problem definition and solution, formation of experience hypothesis, UX strategy, Competitor analysis, prototyping, built the design system (coded)

Freelance | Product Designer | Aug 2016 - Oct 2016
Clients included Waitrose, OPENHealth, and Hewlett Packard (HP)

UKCloud (Public Sector) | Product Designer | July 2014 - Aug 2016
· Led all design and research initiatives as the sole UX/UI designer, including our flagship VMware IaaS product
· Launched an internal 'Voice of customer' community, which allowed us to become a more user-centric 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) online/digital presence leading to an all-time peak in 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. 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 leading to a 60% increase in online leads (within 3 months of launching)

Allianz | Digital Designer/Developer | Jan 2007 - Dec 2007
Screenpages | Digital Designer/Developer | 2006 - 2007
Avis | Digital Designer/Developer | 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, advocate for neurodiversity and inclusivity, running, philosophy, standup comedy and charity work.

FAVORITE TESTIMONIES:
"Claire has had a huge challenge to deliver on multiple work streams with prolific context switching...read more
Pepper | Adam Robinson - CPO

"Claire is blessed with a much needed sense of humor...read more
BAE | Simon Granger - Design Manager

"Claire produced the entire design framework for the current Regus portfolio of sites...read more
Regus | Kevin Whitchurch - Head of Tech

VALUES:
Humility, transparency, Collaboration