

Millie Guest – User Experience Designer

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Personal Statement

A long experience of designing for the internet, holding an MSc in Human Centred Systems. An excellent communicator with a solid grasp of aesthetic, technical and business concerns whilst maintaining a user centred approach.

Key Skills

Skills

Requirements gathering, User testing and evaluation, Information architecture, Wireframe production, Functional specification, Axure and Visio, Awareness of WC3 standards.

Methods

Persona creation, Workshops, Heuristic reviews, Competitor analysis, Card sorting, Interviews, Questionnaires, Focus groups, Analytics analysis.

Work Experience

April 2011 – Feb 2012

User Experience Designer @ Hotels.com

Angel, London

Working on various sections of the Hotels.com website and Mobile app. Areas I designed for included Search, Filtering, SEO Landing pages, Map views, Deals and Mobile app. The team works using an Agile / Kanban UCD process.

- Liaising with stakeholders, running workshops and brainstorming
- Creation of prototypes in Axure to serve different functions – for stakeholder review, or high fidelity for the purpose of user testing.
- Detail page project increased sales by between £26 and £50k per day.

April 2010 – April 2011

Information Architect @ Transport for London

Victoria, London

Worked on various sections of the TfL website and mobile site, including the TfL Shop and Barclays Cycle Hire and the phase 1 launch of the mobile site.

- Mobile website and Website
- Production of functional specifications
- Running workshops, liaising with stakeholders
- Creation of Information architecture and wireframes
- Designing and performing internal User Tests, making recommendations
- Interrogation of Analytics package to aid decision making

April 2007 – April 2010

Interaction Designer, Usability consultant @ SONY Music

Kensington, London

Starting off as an Interaction designer, my role changed to include usability consultancy and user experience design. Worked on the launch of an e-commerce widget and an online video player widget as well as on artist site templates.

- Production of functional specifications for online video player and e-commerce widget
- Analysis and support in the production of purchase process functional specifications
- Layout design for purchase process
- Designing and performing User Tests
- Co-ordination of functional testing of physical product purchase pages throughout EU
- Production of wireframes/mock-ups for artist websites

Work Experience continued

Mar - April 2007

Designer @ Line Communications

Bayswater, London

Dec 2005 - Apr 2006

Nov 2003 - Feb 2004

Aug - Sept 2002

Several short contracts producing bespoke e-learning modules. Worked on projects for BP, MOD and PriceWaterhouseCoopers.

- Designed look and feel for e-learning screens
- Creation of diagrams and animations

Nov 2003 - Nov 2006

Course Coordinator @ The English Studio

Shepherd's Bush, London

Initiated course accreditation. Taught courses on Macromedia Studio, Adobe and MS Office.

- Set up systems for administering computer courses
- Responsible for and successful in gaining City & Guilds accreditation for computer courses

May 2006 &

Mar - Sept 2004

Web Designer @ EMI music

Brook Green, London

Design and front end development of digital media for various artists on EMI roster.

- Creation of websites, screensavers, ecards, microsites, emailers
- Integration of flash and xhtml sites with CMS

2002 - 2003

Freelance Designer & Developer

Short contracts completed for a variety companies.

- Brent Council Bin2W scheme
- BBC (Kid's games page)
- Ian Schragger Hotels
- Newham Council Learning Zone
- Age Concern (Heyday)
- Levitt Bernstein Architects

Mar 2000 - Mar 2002

Web Designer @ V2music

Holland Park, London

Web Designer for Richard Branson's record label.

- Client-facing role, liaising with artists & managers
- Co-ordination of 1-3 freelance designers & programmers
- Usability consultant
- Design & programming of artist websites

Education

Sept 2007 – Jan 2010

HCS MSc Merit

City University

Two year MSc in Human Centred Systems. Merit overall, distinction in individual project.

Year 1 Modules:

HCI
System specification
Usability Evaluation
Advanced HCI

Year 2 Modules:

Requirements Engineering
Inclusive Design
Information Visualisation
Research Methods & Professional Issues

1997

Multimedia LOCF Level 4

Artec, Islington

One year course in Multimedia and interactive design and programming.

- References available on request