

Rachel Robson
Curriculum Vitae

Personal Details

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Education

September 2003 – June 2005 **Northumbria University**

- Foundation Degree in Multimedia Design (Commendation)

September 2001 - June 2003 **Newcastle College**

- National Diploma in Graphic Design (Merit)

September 1998 - July 2001 **Walbottle Campus**

- A Level Information Communication Technology (C)
- AS Level Design Technology – Graphic Products (B)
- 8 GCSEs, grades A-B, including English (A) and Maths (B)

Skills

- **User Experience Design**
Experienced in user research, leading requirements gathering sessions, creating user personas and journey maps. Passionate about user-centered design and using real user feedback to improve and develop applications.
- **User Interface Design**
High level of skills in image creation and editing, designing layouts for websites and applications. Good knowledge of web standards and accessibility, and usability in online delivery.
- **Front-End Development**
Confident with CSS and HTML. Experienced in producing responsive designs and WordPress themes.
- **Programs:**
 - Adobe Creative Suite - Photoshop, Illustrator, InDesign, Fireworks.
 - Visual Studio
 - Flash
 - Microsoft Expression Blend
 - Microsoft Office Suite

Employment History

User Experience and User Interface Designer - Clarity Informatics

May 2013 - present

In my current role, my main responsibility is to develop and improve Clarity's Appraisal Toolkit web application. This involves requirements gathering and interviews with current customers, creating user journeys and wireframes for new features, then implementing the front-end design of these features.

I am also continually refining and redesigning existing features to bring an overall modern look and consistency to the product and make the CSS and HTML more concise.

Since the two other members of the UX team left the company in early 2014, my role has expanded to encompass the two other online applications that Clarity offer, along with the online marketing of the Clarity brand and products.

User Interface Designer - Perfect Image Ltd

September 2009 – April 2013

This role involved designing, creating and implementing websites, as well as mobile and web applications. In this fast-paced agency setting, I had to be very adaptable and learn quickly, working with a number of different technologies and products including WordPress, WPF, Magento E-commerce, DotNetNuke, N2 QlikView and Sharepoint.

I acted as project manager on multiple content-managed website projects, which involved requirements gathering with clients, assigning work within the development team, creating budgets and weekly reports on the deliverables, and once the sites were live organising handover and training sessions with the client.

Another part of my role was to interview, select and then train and mentor Graduate UI designers.

I was also responsible for producing Perfect Image marketing materials and maintaining and improving the company website.

Web Content Quality Officer - Sunderland City Council

July 2009 – September 2009 (part-time)

My duties revolved around the Sunderland City Council Website and their staff Intranet – creating, editing, approving and uploading pages of content according to corporate guidelines, training staff to become web page authors, applying and testing of web accessibility standards.

Graphic/Web Designer - Wansford Digital

August 2008 – September 2009 (part-time)

I was responsible for web design and maintenance, graphic design and image creation for clients, along with designing and producing the company marketing materials. I was the sole designer within the company and only worked part-time, so my time-management skills proved invaluable.

Graphic Designer - SkillsPath Ltd

July 2007 – August 2008 (part-time)

My time here was mainly focused on launching the company's newest venture, a canvas printing company named ForYourWall. I was responsible for designing and maintaining the website, taking and producing canvas print orders, and designing and implementing their marketing materials. Skillspath merged with Wansford Digital in August 2008, and because of this my role and responsibilities were adapted.

Various Roles in Retail

November 2002 – September 2007

Hobbies and Interests

I am passionate about user experience - I like to keep myself up to date with the latest user interface design trends and ways that we interact with products online. My analytical mind is never turned off when it comes to usability and I am always bookmarking or snipping screenshots of websites and interfaces that I come into contact with as examples of how to (or how not to) achieve good usability.

In my down-time I love nothing more than settling down to a good movie, or spending time with my pets and teaching them new tricks.

References available on request.