

Ambitious, professional designer with 2+ years of experience designing web projects. British with French fluency. Freelance and agency experience. Proficient with wireframes and prototyping in Figma, I've studied multiple courses in web and UX design. Previous graphic design experience including expertise with Adobe Creative Suite. Diploma from 2020 in Web Development with proficiency in HTML, CSS and Javascript. Many years experience collaborating with different teams at Apple, improving customer experiences and store operations. Looking to make meaningful and beautiful products as part of a great team!

Work Experience

Freelance Web Designer

Self-employed

Remote

Apr 2020 - Present

Working with clients via Zoom, Mail and organising projects with Trello. Consulting on web content and business needs, I develop wireframes and layout designs to help clients with their business goals for the web. Using my UX background to suggest design solutions. Developing custom websites using CMS platforms including Wordpress and Webflow.

Web Design Intern

Igloo Communications

Narbonne, France

Jan - Apr 2020

Creating lo-fi mockups and wireframes based on 1-to-1 client meetings, designing interactive prototypes, using UX experience to influence design making decisions. Development of new websites with Wordpress, using CSS, PHP & Javascript. Creating graphical elements, copywriting and coding fixes to existing projects.

Technical Administrator

Apple

Montpellier, France

Sep 2014 - Oct 2018

Developing my competences in customer focus, organisation and innovation, I developed the role with my past experience to optimise our tasks and directly increase our efficiency in repairs and part orders for customers at the Apple Store. Adapting the in-house software with custom filters to set reminders enabled me and my team to keep clients updated more regularly with their repair status and improve efficiency.

Technical Specialist

Apple

Montpellier, France

June - Sep 2014

Using skills in empathy and listening to customers reporting technical issues with their Apple products, I used my interpersonal skills to explain how to resolve software and hardware issues and improve customer relations. Educating customers and repairing their products brought me consistently high customer feedback in this role in which I learned French at the same time.

Education

Web & Mobile Web App Development (Level III Diploma)

Simplon - Narbonne, France

May 2019 - July 2020

Digital Media Design (BA)

Brighton University, UK

Sep 2008- July 2010 (incomplete)

A Levels (IT, Graphic Design, Media)

Sackville College, UK

Sep 2003- June 2005

Certifications

Foundations of User Experience Design

Google - Online

May - June 2021

Apple Extended Program - UX / iOS / SwiftUI

Simplon - Lyon, France

May - June 2021

Apple Foundation Program - UX / iOS / SwiftUI

Simplon - Toulouse, France

March - April 2021

Web Quality & UX Best Practices

OpQuast - Online

Issued May 2020 - ID ERC7SG