

Ryan Thomas

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Skills

Excellent communication & presentation skills.
Empathetic problem-solver.
Autonomous; comfortable working remotely.
Results Focused.
Sets and manages clear expectations, quickly establishing strong working relationships.
Flexible & calm, especially in the face of challenging situations.
Strong organization & planning skills.
Quick learner.

Tools

Sketch
Trello
Excel / Numbers
Pages / Word
Keynote / Powerpoint
Illustrator
Invision
After Effects
Photoshop

Interests

Playing guitar
Reading
Music
Surfing
Technology
The outdoors

Career Profile

I love creating lasting positive change for the businesses I work with. I enjoy inspiring colleagues and customers to perfect the user experience, capitalizing on the strengths and uniqueness of all involved. Driven by working for a great cause, the opportunities that lie within each challenge excite me.

Employment History

UX Designer / Freelance

Sept 2018 – Present

- Developed and executed e-commerce stores, websites and graphic design projects surpassing business objectives and expectations.
- Increased clients customer satisfaction, credibility, leads and revenue.

UX Designer & Project Manager / Volca

Dec 2017 – Sept 2018

- Approached businesses and turned their biggest brand problems & challenges into workable solutions.
- Whether through brand identities, websites, presentation decks or branded materials, I approached every challenge with the user front of mind and as a result our clients saw real results.

NSW Account Manager / DC Specialty Coffee Roasters

Apr 2017 – Mar 2018

- Responsible for the operating success of 40 cafes NSW wide, ensuring their experience with me was enabling them to meet their goals.
- I recognised the need for an onboarding program so designed, tested and implemented one for new and existing customers.
- I introduced new positive behaviours, and overall, significantly contributed to increased sales and satisfaction state wide.

Business Development Manager / Dematic

Mar 2013 – Apr 2017

- Understanding the logistics problems of my customers and their many users, I'd interpret their needs and lead internal design teams to engineer solutions.
- Providing specialist solutions that exceeded customers expectations earned my customers trust and won us many projects.
- The solutions ranged in size and complexity of up to \$3 million of 1-12 months per project. Over 4 years, I achieved \$15 million AUD in new business revenue (this was a 200% - 350% overachievement against my sales targets).

Education

User Experience Design / General Assembly, 2018

Key Account Management / AIM, 2015

Time Management / AIM, 2014

AutoCAD Fundamentals / AutoDesk, 2013

Bachelor of Business & Commerce, International Business / UWS, 2012