

Steve Perry

Memberships

BSC Associate
IDF

Groups

UX Scotland
User Centric Scotland
UXPA

UX Design skills

Personas
User journeys
Prototyping
Wireframing
Usability testing
A/B testing
Data Viz
Heuristic analysis

Competitive analysis
Ethnography
Card sorting
Task flows

Tools

Adobe CC suite
WebFlow
Zapier task automation
Hot Jar
Google Console
Balsamiq
Zoom
Figma
Google Analytics
Microsoft office 365
Sketch
Loop11
Lookback

Happy to learn new tools if not listed above

SUMMARY

A passionate Interaction Designer who is strong at communicating design intent and obsessed with users being at the centre of each project. I embrace my gift of being able to empathise with others, which keeps me highly motivated and passionate throughout projects. In place of my ego, I have a formidable desire to learn more, go outside my comfort zone and welcome critical feedback as a necessary gift. Interaction design, usability testing and innovative thinking are areas of particular interest to me.

EDUCATION

The Open University, BSc (Honours) in Computing, I.T & design
2015 – 2019

2:1 Upper 2nd class Honours degree including a web Interface redesign development project with a strong focus on earning trust through clever interactive design changes.

Interaction Design Foundation, Intermediate to advanced
2019 – User research, information visualisation, psychology of interaction design

City College, Web Authoring evening classes
2019 – HTML/XHTML, CSS, Dreamweaver, Web file formats, FTP, SEO
2020 – Adobe Photoshop course

Pitman training, ECDL qualified
2017 – Modules 1-7

WORK

The Princes Trust, UX Researcher (The Zen Agency)
2020 – present (3 months)

I am working on a contract project to help design a new concept app. I am currently involved in running discovery workshops for the client, usability testing sessions and creating end of stage reports representing research findings. I collaborate in a multi-disciplinary team with digital designers and a developer/product manager to ensure the project follows a user centred approach throughout. Alongside this, I am directly involved with producing wireframes and user story maps as well as experience in whiteboarding concepts. I continually ensure client needs are translated into an efficient app concept, ready for development.

Version Originale Language, UX Designer [freelance]
2019 – present (4 months)

I was responsible for the full project, working on interaction designs of UI elements for a responsive site. I used a lean agile approach with a focus on mobile first, conducting qualitative and quantitative user research methods – user interviews, transcripts and open-ended surveys - to extract trends. User story maps were created, informing rapid prototypes that were then tested to validate hypotheses. I overcame budgetary constraints by applying innovative thinking in order to collect and analyse data at minimal costs. Changes were version controlled using GitHub repository systems and code pen.

The Youth Radio Network, UX/UI Designer [freelance]
2019 – 2020 (unpaid – 4 months)

As UX design and developer lead, I was tasked with the creation of a website with CMS. Using a lean UX approach, I ensured UCD goals were being met by collaborating with existing developers. Despite the project halting at the midway stage, user interviews, workshops and competitor analysis activities were completed. High-fidelity prototypes were created using

webflow and subsequently tested for usability issues thereafter. I was tasked with creating artwork and job adverts – resulting in higher than expected response rates.

Development

Flexx panel (hosting)
Plesk (Hosting)
HTML5
CSS3
JavaScript (vanilla)
jQuery library
Lottie Files
BodyMovin

West of Scotland Counselling, BCS University project [academic]

2018 – 2019 (11 months)

Academic project where I was involved in producing a platform where the client could increase conversion rates and modernise his business brand through their website. Conversion rates were doubled within the first month of going live. Alongside this, bounce rates were reduced over a 3-month period. Unmoderated user surveys were distributed, identifying an increase of 18% in user satisfaction compared to the existing website.

Having conducted A/B testing and usability tests during the evaluation stage, poor designs were eliminated, culminating in an ROI figure that calculated significant increases in income if the new proposal were adopted.

Project Management

Trello
Wrike
Agile
Lean UX

Student/Private Landlord/Stay-at-home Father - Home-based

2014 – present (5 years)

Parseq, Home-automation 1st-line technical support

2016 – 2017 (3 months contract)

My role involved providing technical support to Hive home-automation customers, where I dealt with complex technical issues around peripheral devices and interfaces in a remote setting. This position allowed me to flex my technical knowledge as well as providing a very high standard of customer service to a wide range of service users with varying technical knowledge.

Amey, Road Traffic Controller

2012 – 2014 (2 years)

As a road traffic controller, I learned to deal with high pressure situations, by keeping members of the public safe through measured approaches. Daily tasks included managing multiple software systems, communicating with the emergency services and problem solving logistical is around road maintenance. Alongside this role, I provided support and guidance to the social media team, by offering information and advice around analytics.

Contact

Mobile:

+44 739 754 7710

Email:

stevemillerperry@gmail.com

Portfolio:

stevemillerperry.design

*currently under construction –

ETC mid-April 2020*

Twitter:

[@design_smp](https://twitter.com/design_smp)

GitHub:

[5c13nc3Guy](https://github.com/5c13nc3Guy)

Essentia Group, Manager

2008 – 2012 (4 years)

I was responsible for 38 members of staff while working on public health campaign projects. My focus was to meet daily KPI's and as a team to provide an effective public service that improved the quality of life for many individuals. Another part of my responsibility was to run regular workshops with staff, ensuring skills and morale were maintained. I was instrumental in achieving a 78% increase in overall healthy lifestyle user-engagements compared to the previous year. Alongside this, I designed an in-house complaints system that in the short-term increased productivity and workflow, and long-term, revenue costs. *2001 – 2008 ~ Gap years/unskilled jobs. Details available upon request.*

Focus Do It All, Department Manager

1994 – 2001 (7 years)

As Department Manager, I was in charge of achieving monthly sales budgets and forecasts and responsible for managing floor staff. Having worked my way up the ladder, I dealt with complaints, organised stock control processes, and ensured staff were trained to complete their roles with ongoing support and regular training sessions – which I conducted. In my 7 years I built up a highly effective approach to effectively communicating with customers