

Stuart Jones

12 Fletcher Court, Ingestre Road, London, NW5 1XE, UK
stu@gingerbbm.com · 0044 7962 404 788

A seasoned UX practitioner who's particularly adept at interaction design and usability testing, I'm always sensitive to the needs of end-users. With consulting experience gained at agencies, corporations and startups, an academic grounding in HCI, and a technical background from my previous life as a software developer, I'm at ease with stakeholders, designers and techies alike.

See my portfolio at <http://gingerbbm.com/cv/Stuart-Jones-Portfolio.pdf>

Research

- Interviews
- Surveys *Typeform*
- Guerilla research
- Competitor reviews
- Contextual analysis

Design

- Sketching and ideation
- User journeys
- Wireframing *Omnigraffle*
- Prototyping *Axure*
- Responsive design

Evaluation

- Heuristic reviews
- Test facilitation
- Remote testing
- Eye-tracking
- Data analysis

Project skills

- Agile
- JIRA
- Presenting

Freelance Experience **Design Consultant** since January 2014

Virgin Media, London *Telecommunications*, 10 months (continuing)

Within the Digital Experience team focused on broadband internet my current project requires a deep understanding of complex business rules and legacy systems as I design an extension to the core product. I am delivering user flows and wireframes through collaboration with various internal stakeholders such as systems integrators, front and back-end developers, and marketing and customer support teams.

TrueView, London *Dating app startup*, 6 months

Redesigned the native iOS and Android apps, requiring a detailed knowledge of the design guidelines. Wrote, implemented and evaluated a range of remote usability tests to continually inform the designs. Exposed to the pros and cons of startup life.

Premier Inn, London *Hotel chain*, 1 month

Joined the customer experience team as they prepared the adaptive website for a new hotel chain, developing interactive prototypes to communicate with the development team, and performing other activities such as competitor reviews to inform recommendations.

POSSIBLE, London *Digital agency*, 6 months

Invited back to participate in a strict Agile project to design and build a responsive creative community web platform. This was an object lesson in light documentation, heavy sketching, and close collaboration with developers and designers.

User Experience Consultant

POSSIBLE, London November 2012–December 2013

I fulfilled a multitude of UX functions in the fast-paced environment of this digital agency. In addition to website and app design projects requiring a range of deliverables from sketches to interactive prototypes I undertook extensive research tasks (interviews; surveys; guerilla research). A major project was the design of a complex web application—a B2B admin portal for mobile telecoms company Truphone—for which I was located onsite for an extended period requiring effective communication with senior stakeholders.

Key clients: Canon, Truphone, American Express.

Associate User Experience Consultant

Fortune Cookie, London October 2011–November 2012

At this digital agency I designed websites and apps for desktop and mobile following standard UCD processes. An emphasis on usability evaluations in a dedicated eye-tracking lab gave valuable experience in scripting, test facilitation, results analysis and client debriefs. Larger projects included a complete redesign of BP.com, stationed onsite for several months.

Key clients: BP, Legal & General, National Rail.

Author and Presenter

HCI2012, Birmingham September 2012

I wrote an academic research paper based on my MSc thesis which was accepted for publishing by this annual conference. I presented the findings at the event; see the presentation at <http://slidesha.re/1IPhJ0y>.

MSc in Human-Computer Interaction with Ergonomics

University College London September 2010–September 2011

I was introduced to a range of techniques applicable to usability testing, culminating in a project to evaluate a web application. Utilising think-aloud studies with a range of participants, cognitive walkthroughs and an accessibility review I created an executive report. In various design modules I learnt about and applied techniques for requirements analysis, persona and scenario development, wireframing and prototyping. Reinforced with modules on cognitive science and ergonomics, three collaborative design projects were undertaken. My final thesis was a quantitative study into mitigating the effects of interruptions at the user interface.

I was awarded a distinction for my MSc.

Website Consultant (Volunteer)

Azafady October 2007–August 2012

Introduced to this Madagascar charity via iT4Communities I provided ad-hoc usability and design advice for their website, implementing various changes using the usual front-end developer skills.

Senior Software Developer

Jacobs, London March 2007–August 2010

I developed various web applications to visualise data on geographical maps, such as roadworks information and public transport accessibility. As the sole front-end developer I was responsible for creating usable interfaces for a range of user types and abilities. In addition to JavaScript and CSS expertise I had to program server-side applications such as Oracle, GeoServer and MapGuide.

Software Developer and Product Manager

Aligned Assets, Woking September 2002–March 2007

I worked on a gazetteer management system (GMS) and its related applications, taking the role of lead developer on a web application and the .NET Web Service it consumed to query the GMS database. My product management responsibilities included usability testing.

Software Developer

ABB, Farnham August 2000–September 2002

I worked on a quoting and billing system for electricity trading, both developing new functionality and being responsible for the automation of test scripts.

Programmer Analyst

ACI Worldwide, Watford January 1998–August 2000

In this graduate position I developed the client-side Windows interface and server-side batch programs for a credit card management system.

Qualifications

- MSc Human-Computer Interaction with Ergonomics, University College London (2011)
- BSc (Hons) Computer Science, Swansea University (1996)
- Japanese Language Proficiency Test Level 4 (2007)