

ADAM JONES

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SUMMARY

Passionate UX/UI designer with a focus on user accessibility and crafting exceptional user experiences. Blending a creative background with tech expertise, bringing a unique style to enhance usability and delight users.

EDUCATION

Certification in UX/UI Design University of Birmingham	Feb 2023 - Aug 2023 Remote, UK
DipHE, Drama, Theatre and Performance University of Roehampton	Jun 2015 - Jul 2018 London, UK

TECHNICAL SKILLS

User Experience, User Interface, Information Architecture, Visual Design, Interaction Design, Prototyping, Wireframing, Testing, Design Systems, Responsive Design, Typography, Web Design, Mobile Design, Design Thinking, Responsive Web Design, HTML, CSS, JavaScript, Bootstrap, PHP, User Research, Persona Development, Usability Testing, Competitive Analysis, Data-driven Decision Making, A/B Testing, Qualitative and Quantitative Research Methods, Teamwork, Project Management, Client Communication, Presentations and Pitching, Agile Methodologies

RECENT PROJECTS

BitSmart | Cryptocurrency Education iOS App | adamjones.work/bitsmart

- Revolutionising cryptocurrency education through incorporated learning theories, interactive lessons, quizzes and gamification.
- Project Manager, Lead UI Designer.
- Figma, Adobe Illustrator, InVision, Maze, Miro, Trello

Chaldon Animal Sanctuary | Responsive Website Redesign | adamjones.work/chaldon

- Comprehensive, responsive website redesign and rebranding initiative. Resulted in a user-friendly design, streamlined donation process, and increased engagement.
- Lead UX Designer, Interaction Design.
- Figma, Adobe Illustrator, Adobe Photoshop, InVision, Maze, Miro, Trello

ED.GOV | Responsive Website Redesign | adamjones.work/edgov

- Comprehensive, responsive redesign to refine information architecture and optimise the user experience into a modern, user-friendly platform.
- Sole UX/UI Designer
- Figma, InVision, Maze, Miro, Trello

MINDLINK UX/UI Case Study | Mental Wellbeing iOS App | adamjones.work/mindlink

- Mobile application to empower individuals with mental wellbeing concerns through personalised, tailored resources, access to therapy and self-help materials.
- Lead UI Designer
- Figma, Adobe Illustrator, Miro, Trello

EXPERIENCE

- Junior UX/UI Designer** Feb 2023 - Current
Launch Remote, UK
 Immersed in freelance and contractual projects, blending front and back-end development to create seamless digital experiences. Agile and Scrum methodologies, navigated the end-to-end design lifecycle with agility. Conducted user research to presenting insights to stakeholders, dedicated to crafting intuitive solutions that resonate with audiences. Further developed and honed my expertise, collaborative problem-solving, driving continuous improvement and memorable outcomes.
- Senior Customer Associate** Mar 2022 - Dec 2022
Wayfair Remote, UK
 Honed my expertise in delivering exceptional customer service and fostering positive customer relationships. Adeptly assisting customers through various communication channels, such as phone, web, and SMS. High level of proficiency in de-escalating and resolving customer complaints in a professional and timely manner.
- Customer Service** Jul 2021 - Feb 2022
Public Health England Remote, UK
 Resolved and directed customer queries and concerns. Accurately and efficiently managing data entry and updates while ensuring compliance with relevant campaign details and data protection laws. Handled a substantial volume of outbound calls to members of the public, showcasing excellent listening, communication, de-escalation, and empathy skills.
- Data and Quality Control Manager** Sep 2020 - Feb 2021
Amazon Leeds, UK
 Joined as an Associate and swiftly progressed to an Instructor role. Played a pivotal part in onboarding and training 'Day One' Associates, supporting OPS and Area Managers with shift deployment and associate management.
- Excelled as a Data & Quality Control Manager, designing, developing and introducing two new systems and providing coaching to associates, while effectively escalating issues when necessary.
- Head of Merchandising** Jun 2019 - Mar 2020
Lidl London, UK
 Multifaceted role that allowed me to develop expertise in areas like Shift Management and Security. Creating captivating displays with a high volume of stock received twice a week, efficiently rotating and condensing previous displays, and implementing effective inventory management strategies. Extensive time management and organisational skills.
- Achieved sales of 32% on non-food items when at Lidl, moving the store to second in the region for sales.
- Assistant Store Manager** Jun 2018 - Jun 2019
GAIL's London, UK
 Excelled as an Assistant Store Manager, leading a team and ensuring exceptional customer service at all times. Managed store operations, coached and mentored associates and managers, handled inventory levels and labor efficiency, and produced and analyzed various reports to drive performance and meet targets.
- Customer Service Manager** Oct 2013 - Jun 2015
UM Products Wakefield, UK
 Championed customer satisfaction by addressing and resolving issues proactively. Handled inbound and outbound calls with professionalism and efficiently managing support requests through live chat interfaces. Routing, prioritising, and resolving Customer Support Tickets with ease and efficiency. Provided valuable feedback and advice to the Manufacturing and Shipping Managers while managing a team of Customer Service Representatives.