Charlotte Chave

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(+44) 7725 098833

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UX skills

- User research
- Personas
- Competitor analysis
- Wireframes
- Interactive prototypes
- User testing

Design tools

- Balsamiq
- Axure
- Adobe Photoshop
- Adobe Illustrator
- Protoshare
- Pencil & paper

Web Development

- HTML5 & CSS3
- jQuery (Basic)
- Wordpress

About me

I am a dynamic & creative UX designer who loves making things easy to use.

I have 10 years experience delivering responsive UX solutions for a wide range of companies and industries. I am able to deliver the full UX lifecycle from research to design and work within an Agile or Waterfall environment.

Experience

UX Designer (Contractor), Willis Towers Watson
August 2015 - Present

Working on the Compensation Planning enterprise web software, collaborating with a team of analysts, designers and stakeholders to turn complex problems into elegant user experience solutions that delight our clients and users.

Tasks: Competitor analysis, wireframe, prototype, user testing and creation of design standards.

UX Team lead, British Airways
April 2013 - July 2015

Responsible for delivering responsive UX solutions for a range of projects across the ba.com selling flow. Supervise the work of the UX team to ensure changes to ba.com embody usability best practice and are customer-oriented.

Projects: Hold booking, Auto check-in, Semi-flex tickets, Selling flow redesign.

Tasks: Competitor analysis, user flows, facilitate ideation workshops, wireframe, prototype, stakeholder management, user interview, studio testing, A/B test plan, specification, provide build support for developers.

UX Consultant, Avanade
January 2011 - April 2013

Provided clients with UX design consultation for Microsoft technologies.

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Clients: Department for Work & Pensions, Thales Group UK, Group m, Sky.

Tasks: Personas, user flows, sitemaps, wireframe, prototype, visual design, UI development (HTML & CSS).

UI/UX Designer, Accenture
August 2007 - January 2011

Joined the Accenture graduate program as a UI developer. Worked directly under the Head of UX for supervision and training whilst working on high profile clients to deliver engaging user experiences in desktop and mobile platforms.

Clients: Best Buy, Discovery Channel, Universal Music Group International, AOL.

Tasks: UI development (HTML & CSS), wireframe.

Education

University of Surrey
2003 - 2007

BSc Hons, Upper Second-Class Honours in Computer Science

Collingwood College
2001 - 2003

A-levels: Information Technology, Statistics, Communication Studies