

Glen Cooley

Senior UX designer

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Summary

Heavily user focused UX Designer with solid proven experience

- +---- User focused (advocate)
- +---- Heavy mobile and multi platform UX experience
- +---- Strive to provide delightful user experiences and engagement.
- +---- Lean UX
- +---- Agile UX
- +---- User Centered Design
- +---- User testing
- +---- Wire-framing/Interaction Design
- +---- Prototype design/build (HTML/Javascript/CSS)
- +---- Creative designer (Adobe Suite)
- +---- Previous backend dev experience and database (SQL) driven web apps

10 years in Design and Development

5 Years solely focused on User Experience and Interaction design for large consumer brands across mobile (iOS and Android) and desktop products.

Designed user interfaces for complex SAAS applications specifically around advanced staff and client management on high availability systems for the Care Sector.

A strong user advocate that works well in balancing the right solutions between business and stakeholder requirements with the needs of users.

My main driving force is the desire and ability to deliver delightful customer experiences that achieve underlying business goals.

Experience

Senior User Experience Designer at Funding Circle UK

August 2015 - Present

As the Senior UX Designer my responsibilities cover both sides of our marketplace and throughout our multinational locations providing direct strategy or support to the US and European offices.

Part of my responsibilities are working on introducing a programme of continual testing and research to feed in to both the product roadmaps for investor and borrower development but also to define and feed product innovation in to the over all strategic direction.

Using a mixture of methodologies as required (Agile/Lean) the aim is to deliver user focused product that scales globally across all of our regions. This mean I work closely with the design and product teams in the various locations and assist in defining UX strategy based on localised testing and user requirements.

In addition to global working my role spans working across platforms: Mobile, Mobile web and Desktop on both sides of the marketplace serving Borrowers and Investors.

Senior UX Designer / Architect at Wonga.com

June 2013 - August 2015 (2 years 2 months)

Part of a strong team that are not only evangelising UX though out the organisation but proving the value with KPI and metric improvements and customer engagement and satisfaction.

Focused on UX I Work on projects across several platforms including Mobile, Desktop and Tablet highlighting my strong grasp of each platforms. These include large scale user focused projects but also supporting internal teams in creating better internal tools.

I was Lead UX for a cross blended team (a mix of internal developers, designers and UX and external team members from our UCD agency) tasked with building next generation of mobile application for the business. This required a complete rethink on both user journeys and interactions for the product and included multiple rounds of validation and testing within a highly agile driven development process and is built upon a native/hybrid angular front-end.

Internal Tool improvement providing UX ownership of improving internal systems and tools increasing core business KPI's around customer services

Deep usability and funnel analysis for the international products for the company (Spain, Poland and South Africa) to identify UX issues and implement solutions to influence the core KPIs and metrics.

User research using our internal dedicated lab (ethnographic testing and behavioural studies).

Support the creative and product teams with journey maps, user flows/touch points, concepts, sketches and high fidelity prototypes based on research data analysis and user studies to ensure robust and measurable solutions are delivered for the business and users.

Most projects have drawn from all or some of the following UX approaches:

- +---- Research & Discovery
- +---- Stakeholder interviews
- +---- Ideation
- +---- Concept generation and flow mapping
- +---- Prototype validation - formal research sessions
- +---- Revalidation - formal and informal research

User Experience Designer at Play.com

April 2012 - June 2013 (1 year 2 months)

Part of the User Experience Team developing best in class User Journeys and Experience. Understanding business objectives and aligning them with User interaction and experience.

Web/Digital Designer at Play.com

September 2011 - April 2012 (7 months)

Working mostly on Technical Web Design, Digital/Creative Design and CRM for Play.com.

Web/Graphic Designer - UI/UX at Webroster

March 2009 - September 2011 (2 years 6 months)

Responsible for the GUI/UI for 3 core web based software applications specifically:

Webroster
Webbooker
You2Choose

I helped develop, implement and define the new company brand. I took sole responsibility of the two main websites for the company.

In addition to this I worked with the development team in creating UI designs, writing the HTML/CSS and Javascript for the core web application.

Several side tasks included writing the SQL and layout framework for the applications KPI dashboard. I presented in 2 roadshows (Reading and Edinburgh) showcasing the latest revision of the application and some blue sky developments and UI enhancements the company was evaluating.

Web Developer at Abcam

April 2006 - December 2007 (1 year 8 months)

Systems Analyst at Bourne Leisure

September 2004 - February 2006 (1 year 5 months)