

STEPH BURNINGHAM

EXPERIENCE DESIGNER

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About me

I am proactive, hard-working, and friendly. I love the challenge of a project, big or small, and am confident presenting to colleagues and clients. I have over 5 years of agency experience in London and Sydney and am now concentrating on building my management and leadership skills.

My technical skills

I am proficient in:	Marvel	InDesign
Sketch	InVision	Illustrator
Axure	Omnigraffle	Photoshop

Testimonial

Jamie Smith, Lead UX Designer, Splendid Unlimited

“Steph has a very rare mix of skills and temperament that combine to make her very special. She goes the extra mile, knows her stuff and creates a fun and energetic working environment. Steph’s aptitude for UX and customer research was crucial to the success of the project, where she pushed our research and testing approach through continuous Guerrilla testing and Expert interviews. Stephs ability to get the best out of everyone around her (clients and colleagues) through making warm, strong relationships was extremely beneficial as a lead but as a peer as well. She’s pragmatic, honest, collaborative and passionate and a committed grafter.”

Career

Apr 17 - Present : Senior UX Designer : VCCP : London

I am currently working within the UX team at integrated creative agency, VCCP. The role involves fast-paced projects, collaborating with colleagues from many different disciplines.

Sep 16 - Mar 17 : Freelance Lead UX Designer : Partners Andrews Aldridge : London

I contracted at the Department for International Trade where I designed a new internal system to help staff manage foreign investment and UK export projects. This involved using the Government Digital Service guidelines and working in an agile team.

Feb 16 - Aug 16 : Freelance Senior UX Designer : Splendid Unlimited : London

I worked on an exciting research and design project within the energy market. I gathered consumer and market insights and identified key themes that informed the design phase.

Jan 16 : Freelance Senior UX Designer : Nitro Digital : London

In this role I created an interactive, responsive prototype for a pharmaceutical website. Then I created a pitch-worthy customer experience map based on previously conducted research.

May 15 - Nov 15 : Senior Experience Designer : Symplicit : Sydney

I consulted at Westpac Bank of Australia as a key customer experience designer for “Wonder”, a market-leading, home loan exploration portal within internet banking.

Mar 15 - May 15 : Freelance UX Designer : AnalogFolk : Sydney

I redesigned the experience of applying for a mortgage with HSBC. This was a fast-paced project that required me to lead discovery, concepts and wireframing sprint phases.

Jan 15 - Mar 15 : Freelance UI/UX Designer : VML : Sydney

I was part of a team tasked with redesigning the personal loans section of ASB Bank of New Zealand’s website. I created an interactive prototype and designed the responsive interface.

Oct 11 - Jun 14 : Mobile UI/UX Designer : Jam : London

After graduating I joined social media agency, Jam where I started to build my professional portfolio working on projects for the Royal Bank of Scotland, Endemol and Samsung.

Sep 07 - Jul 11 : 2.1 BA Hons Graphic and Communication Design: University of Leeds

Whilst studying I worked on many different projects and learnt about the fundamental design and creative principles then wrote my dissertation on Effective Green Marketing.

Projects

Department for International Trade: Internal project management system

I started this project as a User Researcher tasked with understanding how the organisation encourages foreign companies to invest in the UK and how a new internal system could support staff day-to-day. I then moved into a UX Designer role which allowed me to use all of the knowledge I had gained to design a new system to suit the wide variety of staff needs.



SSE: Concepting phase for a full customer-facing website redesign

Smart meters are due to be rolled out to every UK household over the coming years and SSE want to both take advantage of half hourly gas and electricity readings and keep up with their competitors. I spent 5 months researching, sketching, prototyping and coming up with strategies to help SSE to increase both customer engagement and loyalty in the future.



Santander UK: Web and mobile app banking platforms

Santander needed their secure site to be reimaged for touch on different devices. I thoroughly analysed their site and presented my solutions and recommendations in a pitch to clients including Santander UK’s Head of Digital. After a successful pitch I redesigned the entire website and mobile apps which are still live today and being used by its 14 million customers.



Outside of work

Over the last few years I have been lucky enough to take short breaks from my career to travel around South America, Australia and Asia. I’ve experienced a Brazilian World Cup, trekked on a glacier and dived the Great Barrier Reef. Besides my travels I enjoy playing sports like running and softball, playing in the London Advertising League.