

HANNAH ROSE MUIRHEAD

User Experience Designer

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London / South West

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SUMMARY

A multifaceted creative UX/UI Designer, adept at taking projects from conception to production. I have over a decade of experience in customer facing positions, championing customers needs whilst balancing business goals. Having trained in acting and worked in a diverse range of roles simultaneously, I am highly adaptable and thrive in agile environments. I'm keen to find an environment to hone my skills and keep learning with a like-minded team.

UX/UI PROJECTS

Fitted - April 2023 - May 2023 - View Project [here.](#)

Fitted | London | Personalised activity/fitness app

- A responsive web application focusing on beautiful UI to encourage users to step up their fitness routines, using clever onboarding to offer personalised plans to help users reach goals.
- **Tools used:** Paper prototyping, Marvel, Figma, Canva, Usability Hub.

Vela - May 2022 - April 2023 - View Project [here.](#)

Vela | London | Tailored sea forecast app for water sports enthusiasts

- A sea forecast app offering a seamless UX experience allowing users to explore areas, plan trips, rate and share locations. With hourly forecast updates this app makes going to sea easy, enjoyable and safe for all.
- **Tools used:** Surveys, User Interviews, Optimal Workshop, Google Sheets, Canva, Paper Prototyping, Adobe XD, Figma, Usability Hub, Wix.

Language Learner Lite - May 2022 - April 2023 - View Project [here.](#)

Language Learner Lite | London | Intuitive language learning app

- A language learning app that provides users with an interactive, gamified interface that motivates users to learn on the go, in easy learning chunks.
- **Tools used:** Surveys, User Interviews, Optimal Workshop, Google Sheets, Canva, Paper Prototyping, Adobe XD, Figma.

EDUCATION

Certificate in UX Design

Career Foundry | 2022 - 2023

Diploma in CBT Facilitation

Online Academies | 2020 - 2021

Distinction

Screen Acting Intensive

International School of Screen Acting | 2013 - 2014

Distinction

Drama & Film Studies BA (Hons)

University of Manchester | 2010 - 2013

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SKILLS

- Competitive Analysis
- User Research
- Card Sorting
- User Personas
- User Stories
- Task Analysis
- User Flows
- Information Architecture
- Wireframing
- Prototyping
- User Testing: Moderated & Unmoderated
- UI Design

TOOLS

- Paper Prototyping
- Figma
- Adobe XD
- Marvel
- Notion
- Wix
- MS Office
- Usability Hub
- Google Office: sheets, forms, meet

WORK EXPERIENCE

Butternut Box | Direct Sales Supervisor | 2021- Present

- Consistently achieved high retention scores of 80%+ as a Sales Supervisor at Butternut Box, demonstrating my ability to provide exceptional customer experiences and build strong relationships.
- Successfully transitioned from brand ambassador to supervisor within a year, providing support, guidance, and training to the sales team during weekly events, resulting in increased team success and morale.
- Proactively engaged in implementing company strategy to boost Sales, Retention and hit company KPI targets, ensuring consistent positive experiences for teammates and customers.
- Developed effective communication strategies to address concerns and ensure understanding among staff at all levels, fostering confidence and collaboration within the wider business.

Print House Bar | Social Media Manager, Bookings & Events Manager, Floor Supervisor | 2021 - 2021

- Brought back to the Print House on an initial three month contract to supervise the re-opening as pandemic restrictions lifted. My responsibilities included creating content for and strategy to enhance the bars social feeds. Using data and analytics I achieved consistent growth and engagement.
- Oversaw the opening of a new, exclusive Mezcal cocktail bar within the venue, requiring meticulous time management and organisation as well as excellent communication with key stakeholders and team members.
- Managed the floor team, supporting their day-day needs and ensuring excellent customer experience.

Umbrella Room | Casting Receptionist | 2017 - 2020

- Managed daily operations of 5 casting studio rooms, promptly resolving any issues.
- Streamlined auditionee access and communication, resulting in efficient bookings and maintained good turnarounds on invoicing clients to receive timely payments.
- Successfully provided maternity cover, implementing innovative & effective communication structures to improve staff retention and business performance.