

# Jenny Hill

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## Profile

Ambitious UX Designer passionate about user-centred design driven by data. Experienced in the design thinking process. Strong communication and team working skills developed in University accommodation department handling up to 60 phone calls a day solving customer problems collaboratively. Stakeholder management experience discovering data insight needs and presenting survey results. Seeking a role delivering impact for customers.

## Technical Skills

UX and Design Thinking, User Testing and Research, Wireframing, Prototyping, Information Architecture, Interaction Design, UI Design, Design Systems, Heuristic Evaluation, Figma, Invision, Working knowledge of HTML, CSS, jQuery.

## Projects

**DVSA App Creation:** Researched, ideated and iterated app prototypes using GOV.UK design system.

**Non-Profit Website Redesign:** Designed a responsive website with a clear hierarchy and clean UI.

**Government Agency Redesign:** Improved usability of the CBC-Canada Radio website and created a new sitemap.

## Education and Qualifications

**UX & UI Bootcamp** (University of Birmingham) **Certificate** 2022 – 2023

Achievements: Women in STEM Scholarship, Digital Innovators Volunteer

**University of Birmingham** (BA Liberal Arts and Sciences) **1<sup>st</sup> Class Hons** 2018 - 2022

Modules in: Entrepreneurial Start-Up, Geography, and History of Art

Online Year Abroad with University of Connecticut (2020 – 2012) **4.0 GPA**

Achievements: BNP Paribas Reverse Mentoring, Bright Network Internship, U21 Global Citizen Program

**School** 2010 - 2017

A Levels (Shrewsbury School): Maths **A**, Chemistry **A**, Art **A\***

GCSEs (RGS Worcester): **6A\*s and 5As**

Achievements: Head of School Boarding House, Grade 8 Jazz Flute, Gold Duke of Edinburgh Award

## Experience

**Digital UX Graduate Intern**, IT Services, University of Birmingham Jul 2023 - Present

- Analysed qualitative and quantitative survey data using Power BI and affinity maps to identify customer insights, presented results to senior management
- Participated in MyUoB Student App agile sprint

**Customer Service Assistant**, Accommodation Services, University of Birmingham Jul 2021 – Sep 2022

- Solved a wide range of technical and logistical queries from prospective students and parents
- Collaborated with colleagues to manage a high volume of calls and emails, personally took 60 calls/day

**Life Drawing Secretary**, University of Birmingham Art Society Sep 2019 – Jun 2020

- Solely organised the models, setup and ran the weekly sessions of up to 40 participants
- Created a welcoming inclusive environment with a diverse range of models and artists
- Art Society won Society of the Year 2020 out of 300 University Societies

**Pastoral Team Member**, Nike Sports Camps Jul 2019 – Aug 2019

- Supported, persuaded and encouraged young people to be fully involved in all activities
- Resilient, flexible and enthusiastic in a busy and tiring residential setting

## General Interests

Enjoys travel (10 weeks solo travel in South East Asia on Gap Year), art galleries, making zines, salmon fishing, tennis.