

Jon Woodcock

Senior UX Designer

A senior UX designer with 10+ years of experience in crafting engaging and accessible digital experiences across a variety of sectors. Skilled in user research, UI design, and front-end development, with a focus on improving customer satisfaction. inclusivity through data-driven solutions.

jonwoodcock.co.uk
info@jonwoodcock.co.uk
+44 754 6275 594

EXPERIENCE

Senior UX Designer - KCOM

Sep 2023 - Present, Hull, East Yorkshire

- Designed and developed mobile-first, fully responsive online experiences, boosting customer engagement and satisfaction across KCOM's services.
- Collaborated with stakeholders and users across retail, business, and enterprise sectors to optimise online services, aligning user needs with business goals.
- Led the design of customer service touchpoints within Salesforce, customising solutions to meet customer needs and improving support agent processes.
- Supported the KCOM Inclusion team on disability and accessibility initiatives, advocating for inclusive design practices and improving accessibility across KCOM's digital platforms.

UX Designer - KCOM

Mar 2015 - Sep 2023, Hull, East Yorkshire

- Automated the appointment booking system, reducing order call time by 13% and provisioning time by 11%, boosting efficiency.
- Served as Scrum Master for a team of three UX Designers and a QA Tester, leading the design and development of key ordering system components.
- Designed guided journeys for the ordering system, cutting average order placement time by 20%.
- Led user testing, interviews, and feedback sessions, driving iterative improvements and better usability.
- Acted as Lead Designer and Front-End Developer for KCOM My Account, overseeing UX and technical implementation.
- Implemented accessibility features in KCOM My Account, enhancing inclusivity and user experience.

Web Designer - Clever 4

Feb 2012 - Mar 2015, Hull, East Yorkshire

- Designed and developed mobile-first, responsive websites tailored to diverse needs, including brochure sites and eCommerce platforms, successfully serving both local and national businesses.

Co-Founder - Meta

Jun 2013 - Jan 2015, Hull, East Yorkshire

- Co-founded a design and development studio, helping businesses address their online needs through tailored, high-quality solutions.

EDUCATION

Nielsen Norman Group
Jul 2020 - UX certification (UXC)
Credential ID 1037911

University of Lincoln (HSAD)
Feb 2012 - BA(Hons) Web Design

SKILLS

Design

UI Design, Wireframing, Prototyping, Mobile-First Design, and Responsive Design.

Research

Surveys, Competitive Analysis, Information Architecture, Quantitative & Qualitative Testing, User Flows, Analytics, Card Sorting, Tree Testing, A/B Testing, and Personas.

Development

HTML, CSS, SASS, and experience with JavaScript.

Tools

Figma, Adobe Creative Suite, Hotjar, Google Tag Manager, Google Analytics, JIRA, Visual Studio, Treejack, Miro, Microsoft Office Suite and Whimsical.

Additional

Agile & Scrum Methodology, Umbraco, WordPress, and Salesforce.