

# Matthew Charles

## User Researcher User Experience Designer

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### Personal Profile

A very approachable and a reliable individual who enjoys working in creative team environments. Reflective and delivers work to a high standard. With a passion for UI/UX, and looking for career opportunities in this field.

### Experience

#### Degree and Project Work

Student

September 2020 – May 2024

- Completed user research project developing a sustainable food app. Conducted interviews, created User Personas/Journey maps, and prototype testing.
- Developed websites using HTML, CSS, Java Script.
- Used Figma to create design solutions - wireframes, interactive prototypes.
- Completed an Interaction Design project, based on a local museum - designed wireframes, app prototypes.
- Redesigned the user experience for a real client (Good Things Gifts) website, still keeping brand identity. Streamlined the navigation making it more user friendly, based on user feedback.
- Prototype testing - building on user and client feedback.

#### Bristol Rovers

Bartender Supervisor

October 2023 – August 2024

- Serving customers with drinks.
- Helping with sorting stock and making sure each bar has enough for game days.

#### Oakley Health Group

Administrator / Receptionist (temporary position)

June 2021- September 2021, June 2022 – September 2022:

- Front desk reception – checking patients in, dealing with queries, taking messages, updating information on the clinical system.

### Education

University of the West England, Bristol

September 2020 – June 2024

BSc (Hons) Digital Media - 2:1

The Sixth Form College Farnborough

September 2018 – June 2020

Business Studies A Level Grade (B)

Medieval History A Level Grade (B)

Biology A Level Grade (C)

### Skills

#### IT Skills

Figma, Miro, Microsoft Office, HTML, CSS, JavaScript.

#### Research

Used a variety different methods when conducting research, these include: surveys, questionnaires, interviews, card sorting, prototype observations.

#### Team Work

Team player, made captain of football team, group work at university. Reception and office administrator in a large team. Supervised shifts at a local bar.

#### Communication

An effective communicator and attentive listener, adapting communication style and methods to suit the situation.

#### Responsibility and Organisation

Trustworthy, reliable and hard working person who takes pride in their work. Punctual and always meet deadlines for projects.