



JOSIE CLAIR

UX DESIGNER

UX EXPERIENCE

Freelance

UX DESIGN CONSULTANT

Partnered with tech startups and small businesses to transform products and enhance user experiences by delivering tailored design solutions that address both user needs and business objectives.

- Conducted user research and market analysis to deliver actionable UX/UI and service design solutions, boosting customer engagement and ROI.
- Led design and branding projects, increasing client visibility and market competitiveness.

February 2022 - present.

Bankwest

UX DESIGNER

Collaborated with a team of UX designers and multiple cross-functional teams to deliver seamless and on brand user-centered solutions across app, mobile, and desktop platforms for banking customers.

- Designed self-service app features, reducing call center volume and improving customer autonomy.
- Owned the credit card application redesign, enhancing consistency, accessibility, and user satisfaction.

June 2022 - May 2024 / Sydney and Perth, Australia.

Creativemass

UX AND SERVICE DESIGNER

Worked with a team of designers to deliver user-centred products for fintech clients.

- Led the onboarding user journey review for a financial portal, identifying and resolving key pain points through user research, data-driven design, and iterative processes.
- Identified and documented UI design and UX behaviour inconsistencies in the live designs in order to bring more consistency to the designs.

August 2021 - November 2021 / Sydney, Australia.

Delidoor

UX DESIGN CONSULTANT

Led a team of 2 UX Designers, where the primary objective was to reduce customer churn for our clients, Delidoor, a frozen meal delivery service.

- Streamlined the end-to-end user experience, enhancing the customer experience and refining strategic offerings, based on user research.

June 2021 - June 2021 / Sydney, Australia.



/in/josieclair/



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TOOLS

- Adobe Creative Suite
- Figma and Figjam
- Sketch
- Miro
- Whimsical
- Invision
- Wordpress
- JIRA
- Confluence
- Trello
- Askable
- Notion
- Canva
- Microsoft Teams
- Google Meet
- Slack

EDUCATION

UX/UI Design

Immersive

488 hour end to end
UX/UI methodologies
13 week immersive, in
person course.
General Assembly,
Australia.
March 2021-June 2021

Advanced Bachelor of International Studies

- University of New
England, Sydney,
Australia.
- University of
Higashimatsuyama,
Tokyo, Japan.

TRAINING

- Business Management
Certificate IV
- Leadership Course
- Teaching Course
- Training to be an
onlinemigrant agent for
Spanish speaking clients
(AussieYou Too)

SELECTED RELATED EXPERIENCE

K Loco

OWNER/ DESIGNER/ MANAGER

Created and ran my own retail business and brand, including both a brick and mortar and online shop.

- Designed graphics, website and shop to elevate brand.
- Led all strategy, marketing, sales, and collaborations.

May 2015 - February 2021 / Byron Bay, Australia.

Econnect Solar

SOLAR SALES SPECIALIST

Conducted up to 25 in-home consultations weekly, delivering personalized solar system designs tailored to clients' unique needs.

- Analyzed electricity usage and potential solar savings for home owners.
- Presented, pitched and closed deals, consistently meeting sales KPIs.

February 2019 - November 2019 / Byron Bay, Australia.

Extreme Martial Arts

SALES AND MARKETING REPRESENTATIVE

Supported an interstate management team and helped increase membership at a martial arts academy by 50% and exceeded sales KPIs.

February 2015 - February 2016 / Byron Bay, Australia.

Viva Mexico Boutique "Caravana" @ Papaya Playa Project

BOUTIQUE MANAGER

Managed resort boutique operations for a high-end sustainable fashion label, ensuring exceptional guest experiences for up to 3,000 visitors.

- Oversaw all aspects of shop management, focusing on customer satisfaction and brand alignment.

November 2013 - August 2014 / Tulum, Mexico.

Global Vision International (GVI)

TEAM LEADER

Managed and coordinated 8-10 international volunteers at any given time.

- Developed community projects in collaboration with Save the Children.
- Managed stakeholder relationships, ensuring strong partnerships with project workers, volunteers, and GVI management.
- Provided Spanish-English translation service between project workers, children and volunteers.

January 2013 - October 2013 / Playa Del Carmen, Mexico.

Escalera

FIELD STAFF

Conducted weekly visits to remote indigenous communities to collect data on program effectiveness.

- Interviewed students and conducted surveys for quantitative analysis in control trials on learning incentives.

May 2012 - October 2012 / San Cristobal de Las Casas, Mexico.