



JOSIE CLAIR

UX DESIGNER

UX EXPERIENCE

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.

September 2022 - August 2024 / Sydney and Perth, Australia.

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.

January 2022 - August 2022 / Sydney, 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
- 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

DESIGNER/ SALES 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.