



# JOSIE CLAIR

## UX DESIGNER

### UX EXPERIENCE

#### **Bankwest** **UX DESIGNER**

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

- Reduced call center volume by 20% by designing self-service app features, empowering customers to resolve issues independently.
- Enhanced the design consistency, accessibility and conversion rates of the credit card application, working closely with developers during the build.

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

#### **Freelance** **UX DESIGN CONSULTANT**

Partnered with tech startups and small businesses to transform digital products and enhance user experiences through tailored design solutions that balanced user needs with business objectives.

- Boosted ROI and increased customer engagement through my UX/UI and service design solutions, enhancing client visibility, strengthening brand identity, and driving market competitiveness.

**January 2022 - August 2022 / Sydney, Australia.**

#### **Creativemass** **UX AND SERVICE DESIGNER**

Collaborated with a team of designers to deliver user-centered solutions for fintech clients and customers, working across both B2B and B2C platforms.

- Identified and documented UX/UI inconsistencies in live designs of a financial portal platform for investor users, enhancing design consistency, usability, and cultivating user trust.

- Streamlined the onboarding journey for a financial portal platform, boosting user satisfaction and improving efficiency.

**August 2021 - November 2021 / Sydney, Australia.**

#### **Delidoor** **UX DESIGN CONSULTANT**

Led a team of two UX Designers with the primary objective of reducing customer churn for Delidoor, a frozen meal delivery service.

- Enhanced customer satisfaction and retention with my end-to-end design solutions, refining strategic offerings and strengthening brand identity.

**June 2021 - June 2021 / Sydney, Australia.**



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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**

Designed and managed sales for a retail business and brand, including both a brick and mortar and online shop.

- Designed graphics, clothing, 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.**