

2013 – Present Barclays, London, UK - www.barclayscorporate.com

Head of User Experience for Barclays Corporate Banking

Hands-on design & leadership with a team of user experience and visual designers to change the face of corporate banking.

- Develop new desktop web, responsive and native mobile (Tablet and Smartphone) applications for Treasurers and Finance teams in Medium sized corporations (Mid Corp), Global Multinational Corporations (MNC), Financial Institutes (FI) and Non-Bank Financial Institutes (NBFI).
- Drive user-centered product strategy resulting in concept prototypes to socialize with internal executives (for funding), product and development teams (for buy-in) and to test the usability with internal colleagues or external customers.
- Leadership, planning and direction for the UX team including: performance evaluation, mentoring/career development, design resource planning and UX methodology/Agile training with Designers, Product managers and BA's.

2010 – 2013 Deutsche Bank, London, UK - www.gtb.db.com

Head of User Experience for Global Transaction Banking

Hands-on design & leadership of a an Agile UX team in London and North Carolina delivering Cash Management, Trade Finance, Customer Self Service and Payment Inquiry products for small business enterprises (SME), MNC, NBFI's and FI's.

- Led the simultaneous redesign of Deutsche flagship Transaction & Trade Finance products from initial hands-on research with 80+ global customers, to creating wireframes & prototypes for concept testing and usability testing of builds.
- Agile was a new concept at Deutsche Bank for Executives, Product Management, QA and business analysts. The UX team therefore partnered directly with the FE & Backend developers in the USA and helped train the broader team in Agile methods, deliverables and responsibilities while leading by example. This included leading user story generation, backlog grooming, scrums, sprint reviews and any negotiation of requirements and trade-offs across teams.
- Instrumental in defining methods to deliver within an Agile development framework with remote colleagues - development in the USA & Singapore and Product Management in Germany, NYC & Singapore. The remote aspect required creative use of communications tools from telephone scrums, WebEx backlog grooming, use of collaborative design tools to review and mark-up wireframes, prototypes and builds alongside more Agile tools such as RTC.
- Leadership, planning and direction for the UX team including: performance evaluation, mentoring/career development, design resource planning and UX methodology/Agile training with Designers, Product managers and BA's.
- Introduction and governance of UX standards into the organization including: style guides, toolkits and behavior libraries.

2007 – 2010 Google, California, USA & London, UK – www.google.com/+learnmore

User Experience Designer & Manager for Mobile Search, Social and Publishing products at Google.

Hands-on design and leadership of design/research team (remote & onsite) in Social & Publishing and mobile search.

- Drove user-centered product strategy through collaborative design & workshops for Blogger (Blogging) and Picasa (Photos) resulting in concept prototypes to socialize with product and development teams (for buy-in) and to test the usability with external customers.
- Designed native mobile applications on Smartphone's including iPhone (Google Search App), Android (Near Me Widgets), and Blackberry (Google Search App)
- Leadership, planning and direction for the UX team including: performance evaluation, mentoring/career development, design resource planning and UX methodology training at a time when design management was a new concept at Google within its flat organizational structure of 150 designers.

2002 – 2007 WebEx/Cisco Communications, California, USA – www.webex.com

Director of User Experience for the leading provider of web communication & meeting services.

- Led UX direction, people/project management for a team of 7 designers in the USA/12 designers in China. Worked with executives, PM's and dev teams to deliver viable, usable, beautiful and sustainable solutions.
- Hands-on manager, designing & prototyping a new UI architecture for the WebEx centerpiece product, Meeting Center.
- Led overall design strategy for WebEx desktop including a new product partnership with AOL & WebEx.
- Implemented an iterative design process to include user research, prototyping and testing.

2000 – 2002 Cooper Design, California, USA – www.cooper.com

Senior UI Designer for the award winning Silicon Valley Design Consultancy.

- Design of products ranging from: a digital photo management application; a hand-held art information device for the Getty Museum; an application to control PC audio components; and a WAP in-car navigation system.
- Conducted ethnographic research, analyzed interview data, modeled user archetypes, and defined user needs through scenarios and work-flows
- Developed UI architecture, created final graphics and produced behavioral specification documents
- Project & Client Management, including creating and delivering Power Point Presentations to clients and managing timelines/deliverables.

1998 – 2000 Interval Research Corporation, Start-Ups, California, USA

Start Up: Fieta Inc./Interval Research Corporation, California, USA

Lead Interface Designer for community oriented photo web site and hand-held device.

- Developed an inexpensive hand-held device that allowed users to create photo stories away from their computer and then publish them to the web
- Conducted market research and competitive analysis and modeled user archetypes & developed feature set
- Defined information architecture of website and client applications

Start Up: Tyzx Inc./Interval Research Corporation, California, USA

Lead UI Designer for retail database analysis application

- Developed the interface for an internet-based information service to track and display information collected by stereo-vision sensors placed in retail stores
- Analyzed interview data and modeled user archetypes
- Collaborated with engineering teams to define appropriate feature set
- Developed information architecture and built user testing prototypes

1996 – 1998 Interval Research Corporation, California, USA

Member of Research Staff

- Led a research project exploring new methods for interacting with technology; utilizing both emotional and physical inputs to affect software and hardware displays.
- Provided vision and prototyping for engineering team in addition to budget, time-line & reporting to executives.
- Presented at respected forums Siggraph '98, The Tech Museum CA, Interaction '99 JAPAN
- Worked with a team exploring future applications and products in: "Reminiscence Technologies", "Asynchronous Communications" and "Music & Technology."

1995-1995 Fitch Design, Boston, USA

Completed a paid summer internship at the renowned design firm.

Education & Personal

1994 – 1996 The Royal College of Art, London, UK

Masters Degree in Interaction Design (Computer Related Design) with a distinction for thesis.

Received I.D Magazine New Media Best of Category Award in 1996 from the leading industry publication and in turn the work being displayed at the San Francisco Museum of Modern Art in 1998.

1990 – 1994 The Robert Gordon University, Aberdeen, UK

Bachelor of Design Degree with an honors distinction for thesis.

Received Sutherland Page Trust Fund Award for outstanding scholarship.

Captain of the Scotland international basketball team at Junior levels for 6 years. I have completed 20 triathlons including Escape from Alcatraz and a Half Ironman Triathlon in Hawaii. Fourteen patents, information on request