



RACHAEL JOHNSTON

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Primarily interested in UX research, I'm passionate about working with data and users, as a truly great digital experience can only come from deep understanding of user needs and behaviours. With an Interaction Design Degree and years of industry experience, I have gained a breadth of knowledge in the digital design field and have strong leadership and teamwork skills. I have experience in undertaking qualitative and quantitative user research, as well as prototyping solutions and experience testing outcomes.

SKILLS

- Analytical research
- Running client meetings (requirement gathering and feedback)
- Design brief development
- Persona development
- Scenario development
- Interviews and focus groups
- Information Architecture workshops
- Content strategy workshops
- Wireframing concepts
- Storyboarding and Screen-Flow diagrams
- Scenario testing and reporting (Eye tracking)
- Company representation (presenting and pitching)

TOOLS

- Google Analytics
- Sketch for Mac
- Adobe Creative Suite (InDesign, Illustrator and Photoshop)
- InVision App
- Balsamiq Mockups
- OmniGraffle
- Tobii Eye Tracking
- Silverback App
- Typeform

EXPERIENCE

CASUAL WORKER, VARIOUS EMPLOYERS

SEPTEMBER 2016 - OCTOBER 2017

Whilst travelling Australia on a WHV I've picked up various hospitality roles in casual employment across the country. These roles have taught me valuable skills in working with the public in a friendly, professional manner.

USER EXPERIENCE DESIGNER, JADU

SEPTEMBER 2014 - JULY 2016

My role at Jadu focused on delivering user-centred solutions to global clients. Having worked with a wide range of public and private sector organisations, I have a great deal of experience in working with senior stakeholders and real users of the website, to ensure delivery of the best possible user experience.

I worked primarily in the discovery stages of each project, understanding the client and user needs through both qualitative and quantitative research. Through direct collaboration with the internal engineering team and the client, I then utilised this research to create personas, user flows, wireframes, storyboards and design concepts, which would ultimately go on to become a fully-functioning website. I also conducted user testing of our outcomes to uncover any usability issues within the design, which was then fed back into the design process.

INTERACTION DESIGNER, BLACKSNOW

MAY 2013 - APRIL 2014

As an Interaction Designer at Blacksnow I worked on improving the user experience of our software, an online form based SaaS product for photographers to organise their business. I initially focused on conducting interviews with users and competitive analysis, before turning this research into wireframes to be implemented within the software.

VOLUNTEER, USER CENTRE GROUP

NOVEMBER 2013 - MAY 2014

The User Centre is an informal computer club for people over the age of 60. I chose to volunteer here during my final year of university to inform the design of my honours project. This time was extremely valuable to me in helping to understand how elderly generations interact with technology and how to design to cater for their needs.

EDUCATION AND AWARDS

DIGITAL INTERACTION DESIGN BSc (HONS), FIRST CLASS HONOURS

DJCAD, UNIVERSITY OF DUNDEE

SEPTEMBER 2010 - JUNE 2014

AAL CHALLENGE PRIZE SHORT-LIST 2016

Short-listed as a finalist for the AAL challenge prize to design and prototype an innovation that uses the 'internet of things' to empower older adults.

COMMERCIAL POTENTIAL SHORT-LIST 2014

Short-listed for the Design in Action award for my honours project 'Flux'.

GRADUATE SKILLS AWARD 2013

Awarded for demonstrating an excellent level of employable graduate skills.

EDE & RAVENSCROFT PRIZE 2012

Awarded for outstanding academic performance by the faculty of Art, Science and Engineering.

DUKE OF EDINBURGH AWARD SILVER 2011

Awarded for undertaking volunteering, physical activity, skill and expedition activities.