

Steven Thompson

UX Designer – North West

I'm a UI/UX designer who loves creating simple, thoughtful experiences that work for both users and the business. I've worked across a range of products, taking ideas from rough sketches through to polished designs. I enjoy collaborating with others, solving problems, and building design systems that keep things consistent and scalable.

Chetwood Financial

October '22 – Now

User Experience Designer

Working as part of a multi-product UX team, I've contributed to a range of journeys, including designing the mortgages product from the ground up. I also played a key role in creating and maintaining the Design System, helping to establish scalable components, design standards, and consistent experiences across products.

Mando

March '21 – October '22

Senior Experience Designer

Working with clients in a Waterfall approach to champion Mando's principles of cutting-edge design and outstanding digital products. Leading the switch of tooling from Sketch, Invision & Zeplin to Figma as an all-in-one solution. Also helping to shape Mando's approach to a more Agile methodology when it comes to onboarding and working with new clients – these included United Utilities, JCB, Merseyrail, Croda and Longleat Safari Park.

Booking.com

September '19 – March '21

User Experience Designer

I worked in multiple parts of the rental journey for Booking Transport – more specifically in the Checkout and Post-Book Agile squads. This included researching and theorising ways to provide a frictionless and intuitive experience for potential & returning customers, translating the legacy journey into the new BTUI Design System and validating our designs with extensive user testing – the pandemic especially sharpening my ability to conduct such tests remotely.

Thomas Cook Airlines

March '19 – September '19

User Experience Designer

This was my first fully-UX role. While there is an element of UI design, there was a lot of focus and attention that went into the principles behind it. I was tasked with improving the "Manage My Booking" section – which had been neglected for so long. This involved finding out the users that were currently using it, what their expectations were, and how best we could've shaped the MMB section to cater for their needs. This involved user research, consistent user testing, refinement based on the insights gained, and further reiterations of the proposed components.

Skylab

August '17 – March '19

User Experience Designer

At Skylab, I worked as the lead designer for every project, often working closely in conjunction with the Project Manager, Strategy Director and Managing Director of the company. There was a little more focus on the strategic UX side of the design – which involved liaising with key client stakeholders, detailed competitive analysis and user workflows to ensure that we delivered the best possible experience for the client and ultimately, the end-users. I worked with brands such as Red Bull, Toro Rosso, ITTF, England Athletics, National Club Golfer and Swim England.

Skills

Figma	Sketch	Hotjar	Photoshop	Keyshape
UI Design	UX Design	User Research	Wireframing	Rapid prototyping
Accessibility	Adobe Suite	Feedback & iteration	Design Systems	Animation

Education

University of Teesside – BA Creative Digital Media – 2:1

About

I've recently moved to North Wales and have been enjoying exploring the area. Outside of work I'm really into running, both for fitness and for the headspace it brings. I'm also a big music fan and enjoy going to gigs when I can. Football and tennis are two other passions of mine, whether that's playing, watching or just talking about them endlessly.