



# Jess Glanvill

UX/UI Designer, Designer, Creative, Maker

## Hey, nice to meet you, I'm Jess

I bring a creative perspective, years of experience in the design industry and a broad skill set across multiple design disciplines to build experiences which are seamless, efficient and fun.

### A little about me

Daytime me is a bad-ass UX UI designer working within the financial sector. Nighttime me is an even more bad-ass designer working on developing my skills in UX and UI. After 'the year that must not be named' I changed everything and went from being a Fashion Designer to being a UX UI Designer. Since then I've not looked back, I have taken various courses in UX/UI design and spent most of my free evenings working on projects and coursework. Quite simply, I love it. I love the challenge of having a problem to solve and the satisfaction that comes from finding a creative, innovative solution that will transform the user experience. I find my past a strength in my current UX UI role as I bring a fresh perspective and energy to every project I work on.

#### What I've been up to recently...

### UX UI Designer

UX/UI Designer Coventry Building Society May 2022 - present

I have been tackling the complex challenge of helping users understand mortgages and savings, along with meeting business goals and objectives. The icing on top is re-branding our careers website for improved colleague hires and retention.

#### Improved Empathy within the company

by leading workshops on Emotional intelligence and spreading knowledge about UX and the important of empathy for users.

### Freelance UX UI Designer

360 Cricket rebranding

360 cricket was in need of a new website where users could find and book themselves onto a particular course or camp. 360 was struggling with an outdated time consuming website. I re-designed the whole website and collaborated with a developer to build in Wordpress.

#### Reduced booking errors by 98%

by creating an easy to use journey. This has resulted in a immediate rise in sales, happier users and hours of saved admin time in booking errors. Which has helped improved employee happiness too.

### Branding, UX UI Designer

Full circle wellbeing

I can never say no to a mood board or brand conception. My newest project is working on creating a branding dec, logo and colour scheme for a menstruation awareness and positive psychology business that champions wellbeing. This project will lead into a complete website design along with designing creative digital tools for clients.

#### Contact me

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- ▶ **Website:** [jessicaglanvilldesign.com](http://jessicaglanvilldesign.com)

#### Places I've worked

- ▶ **Coventry Building Society**  
UX/UI Designer May 2022- present
- ▶ **360 Cricket**  
UX/UI Designer
- ▶ **Burton Menswear London**  
Designer 2019- 2022
- ▶ **River Island**  
Designer Oct 2016 - 2019
- ▶ **Field Grey**  
Junior Designer - Sept 2015-'16
- ▶ **TDT**  
Freelance creative consultant & maker - 2016
- ▶ **Wåven**  
Assistant Designer / Junior Designer 2013-'15
- ▶ **Timothy Everest**  
Intern Feb '11

# The Details

## Skill set

### Communication

In the fashion industry I was able to communicate and build relationships with a wide range of people, from colleagues, to senior management and suppliers in the UK and abroad. This has certainly trained me to work well with a wide range of stakeholders. Building relationships is something I can say I am very good at...and I'm not one to boast.

### Team management & coaching

I have worked with and trained various assistants and mentored a number of graduates. In addition, I have worked with my alma matter to mentor students through their first year in industry. My goal is to empower people to learn and get excited about what they are doing.

### Design thinking

Understanding the user is at the heart of what I do. Being able to create and design with the user in mind means challenging 'How things are done' and understanding the business impact so that the user benefits the most.

### Visual Design

I use typography, colour and layout throughout my day job. In the past I have used them to create different visual aesthetics within trend presentations and internal communications. I love understanding design principles and colour to create beautiful things.

### Interaction Design

I enjoy getting into the detail - even on smaller project I will meticulously create user flows that help users complete their task or goal. I am able to bring concepts to life through low and high-fidelity prototypes.

## Outside the 9-5

I enjoy being active, from cycling to rock climbing, you name it. My favourite thing to do at the moment is climb, it's like going to an adult jungle gym and working out puzzles.

An interesting fact about me is that I am an identical twin... So I'm a natural born team player.

## Education

### Diploma in UX Design

UX Design Institute / Glasgow Caledonian University  
(Jan 21- Aug 21)

### Certificate in UI Design

UX Design Institute / Glasgow Caledonian University  
(Aug 21 - Nov 21)

### BA[HONS] Fashion Design

University of South Wales  
(Sept 10-13)

### A-level

Photography, A\* | English Literature, B | Art and Design, A\*

### GCSEs

10 GCSEs grades A-C

## Key skills

- ▶ Research
- ▶ Presentation
- ▶ Adobe Creative Suit
- ▶ Adobe XD
- ▶ Figma
- ▶ Wire-frames
- ▶ Prototyping
- ▶ Presenting
- ▶ Agile & Waterfall

# What the people have to say



## Chris D Product Manager

*We have worked together in some capacity since the beginning of September. I've always found you very approachable and, which is almost unique at CBS, prompt in any of our communications – I'm never waiting around days or even hours for a response.*

*I appreciate your passion for your work and have taken some inspiration from your 'green credentials' as I approach how we work within DComms – try to reduce / eradicate our paper use!*

*The work you did for the digitisation of the AIS – the OLS changes – was very good and the only real disappointment was that we couldn't fully make the changes to those pages clearly needed to deliver, as I believe you called it – 'moments of joy'. Nevertheless it's good to see someone with a clear view on the need for change and a vision / hope for it too – good look with the 'rebranding'!*



## James M Graphic Designer

*You come across well – happy, helpful, professional, constructive, sensible, realistic. You are always happy to explain your (UI/UX) perspective to myself or the rest of the team, regarding decisions or feedback.*

*Communication through video calls would never be my first choice but you make it super easy.*



## Kate L Researcher insights team

*You have the right balance between being friendly and fun to work with and being professional and focused. You listened and understood what we needed for Personas and you delivered a design which was spot on. It's clear that you care about what you're doing and you're very good at it. Thank you!*



## Tina C UX UI Designer

*Since joining the team I feel you're a really established colleague in the UX/UI space. You take genuine care to ensure you're considering the right experience for the user, and I know that it's been a little tough sometimes getting a tangible brief from your stakeholders but you've not lost sight of the right way to do things and haven't been afraid to challenge this either.*



## Sharon S Researcher insights team

*My headline would be: absolute fab addition to the team and a pleasure to work with.*

*It's really nice as we had our annual supplier meeting with Emotional Logic recently, who provided feedback about us as a team which I totally believe encompasses you too Jess.*

*Particular positives:*

- Super organised*
- Stick to timings for wireframe delivery and updates*
- If there is a problem with wireframes or EL have recommended feedback, Jess is quick to resolve*
- Great overall energy*



## Jess K UX UI Designer

*I just wanted to say a huge thank you for all of your help since I've joined the team. You've made what is naturally quite a nervous experience so much easier with all of your support, guidance, and kindness. You are really present, always making time to listen to me and give me guidance on both tasks and mindset. You've made an incredible effort to provide materials to support all of the new starters, making our onboarding process that much easier. You are a true asset to the team and bring joy, creativity, and warmth to those around you. I'm really grateful for all of your help, and really appreciative to have someone like you on my side. Thank you for everything.*



## Michelle W Marketing manager

*I just wanted to give some feedback as the last couple of months working on all of the green proposition's has been challenging. Jess has made the process much easier because she has taken a great ownership in delivering the right outcome for our customers but also trying to manage varying stakeholder views. She's been quick to respond to changes required for sign off and the external supplier and generally made the process much more enjoyable. It really is a pleasure to work with you and I am looking forward to seeing what else we can achieve this year.*