

Executive Director of Design at JP Morgan & Chase

### **EXPERIENCE**

# Executive Director of Design at JP Morgan & Chase

July 2023 to Present

Leading a team of Product Designers and Researchers improving our internal, employee experiences.

## Head of Design at BT

London, July 2021 to July 2023

Since being promoted to Head of Design I have built and led a number of design teams across various tribes (each team a combination of both Product and Content Designers) ranging from 4 people to 30 across both BT Consumer (B2C) and, most recently, BT Enterprise (B2B).

I try and lead my teams with context, empathy, clean language and radical candour to build an environment that is fun, ambitious and psychologically safe for my team to express themselves creatively and try new ideas that help us achieve our organisational and customer goals.

During my time as Head of Design, I have also been selected for BT's high-performer (HIPO) talent program which helps accelerate career growth into Director level roles through key skill development workshops and training, exec level mentorship and access to bespoke networking events.

# Senior Product Design Manager at BT

London, Sep 2020 to July 2021

# Product Design Manager at Virgin Atlantic

London Gatwick, Nov 2018 to Sep 2020

### Senior Product Designer at Clearleft

Brighton, Feb 2017 to Nov 2018

## Senior UX Designer at Pure360

Brighton, May 2015 to Feb 2017

# UX Designer at Digitas

London, Sep 2014 to May 2015

### Product Designer at VoucherCodes.co.uk

London, Aug 2010 to Sep 2014

# Web Designer at Freshegg

Worthing, Sep 2007 to Aug 2010

### A BIT ABOUT ME

A ski loving, Brightonian travel enthusiast who discovered his passion for design by designing his own skateboards. Today, I live for empowering product design teams to create products with lasting & meaningful value.

#### **LICENCES & CERTIFICATIONS**

## Executive Leadership Programme

Oxford University, Aug 2021

# Rapid User Research for Lean and Agile Teams

Nielsen Norman Group, Jan 2021

# Enterprise Design Thinking Practioner

IBM, Nov 2020

#### OTHER ACHIEVEMENTS

#### Guest Lecturer at Solent University

Mar 2021 to Present

Sharing my experiences and knowledge of User Experience Design with a class of Digital Media MA post-graduate students.

# Founder at UXClub.com

Nov 2015 to Present

Building an on-demand online learning platform for beginners in UX Design.

### Mentor at ADP List

Nov 2021 to Present

Part of the ADPList.org mentorship network helping new and upcoming Designers find their feet in the industry.

# Volunteer at 3DCrowd.org.uk

Jul. 2020

3dCrowd empower a community of 3d printers to print face shields & masks for front line NHS staff during the COVID-19 pandemic.

## **EDUCATION**

Southampton Solent University, 2005 to 2008 BA:Hons Digital Media 2.1