

Resume

I'm a product designer and design engineer with 21 years' experience, starting in graphic design and moving through web design into UX.

Experience

Amadeus

Senior User Experience Designer

2019 - Present

As the Senior User Experience Designer for the travel unit, I work closely with cross-functional teams to tackle complex challenges. My responsibilities include research, ideation, implementation, and refinement of products such as biometric systems, check-in kiosks, and self-bag drop solutions. I have led the implementation of WCAG accessibility standards across all products, ensuring our solutions are inclusive and usable for everyone. In addition to my design work, I support other UX professionals as a member of the Amadeus UX Heads and serve as a leader for Airport Ops Australia & Pacific.

Vedaleon Acquired

User Experience Designer

2015 - 2019

Prior to the Amadeus acquisition, I collaborated extensively with multidisciplinary teams including software engineers, product managers, and QA specialists to translate user requirements into intuitive interfaces. I personally developed user research methodology, improved user experience designs creating bespoke solutions for major airlines and airports including corporate websites, booking engines, self-service products and operational applications.

Havealook Websites

Web Design Lead

2009 - 2015

As the leader of the design team at Havealook Websites, I provided mentorship and guidance to fellow designers, supporting their professional development and upholding a consistently high standard of work. I collaborated hands-on with clients to thoroughly understand and address their needs, fostering strong working relationships and ensuring satisfaction.

Freelance

Designer & Developer

2009 - Present

I design and build for a small number of clients each year, from strategy through to launch. Recent work includes three versions of Torii Consulting's website, most recently a rebuild that closed security gaps and simplified content management.

Leadership

UX Heads APAC

Amadeus

2019 - Present

One of the UX leads representing Australia and the Pacific, working with teams in France, Lisbon and Singapore to shape Amadeus's shared design systems and UX methods.

Web Design Lead

Havealook Websites

2009 - 2015

As lead I was the head of a team of five designers, and tasked with improving staff capabilities through design and development education. I also reviewed all work prior to launch ensuring standards we're properly met for all clients.

Education

Grenadi School of Design

Class of 2009

This comprehensive university degree provided me with a solid foundation in graphic and web design, photography, animation and illustration. Throughout the program, I gained expertise in visual communication, typography, layout design, and digital media. This educational experience equipped me with a diverse range of technical and creative skills, enabling me to deliver impactful and visually engaging design solutions.

RMIT User Experience Design

2022

This course offered a significant opportunity to validate my previous experience in user experience research while advancing my expertise in the discipline. It encompassed key principles of UX design and research, which I subsequently applied during my tenure at Amadeus as well as in my freelance work.

Skills

Design & Prototyping

Figma, Design systems and tokens, Prototyping, Photoshop, Illustrator, After Effects, InDesign, FigJam, Mural

Technical & Languages

JavaScript, React, HTML, CSS/SCSS, SQL, Git, Jira, AI/Claude Code

Research & Accessibility

Data Analysis, RUM monitoring, Usability testing, User interviews, Findings synthesis, WCAG 2.2 AA audits, Inclusive design