

CLAIRE McSHANE

UX DESIGNER

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PROFILE:

I am a user-focused and data-driven UX designer with extensive experience in client-facing discovery and problem definition in both private and public sectors. My expertise lies in designing seamless, inclusive, end-to-end interactive experiences tailored to user needs that drive impactful outcomes.

WORK EXPERIENCE:

SENIOR UX DESIGNER | SOLIRIUS | JUN 2021 – PRESENT

APR 2024 – DEPARTMENT FOR EDUCATION

- PRESENT** ▪ Interaction designer for digital service migration project
- Developed Government Service Standard and WCAG 2.2 compliant prototypes
- Manage stakeholders and engage closely with developers for a smooth transition

JAN 2024 – MINISTRY OF JUSTICE

- MAR 2024** ▪ Interaction designer for an 8-week Discovery-Alpha aimed at improving experiences for separating parents through creating a guided pathway concept
- Created MVP content, clickable Figma prototypes, and flatscreen chatbot alternatives for user testing with 20+ participants
- Conducted user research including interviews with SMEs, user testing, and insights analysis to validate our design hypotheses, and iterated designs based on user feedback

NOV 2022 – DEPARTMENT FOR SCIENCE INNOVATION AND TECHNOLOGY

- JAN 2024** ▪ Service designer on BDUK gigabit broadband programme
- Led design activities for a new grant management platform and a digital service discovery involving running workshops, and carrying out interviews and surveys
- Analysed data to create personas, journey maps, user flows and wireframes
- Facilitated AI ideation workshops and led major data backbone project research
- Developed UCD Community of Practice to drive UCD maturity in the organisation

JUN 2022 – THE GAP PARTNERSHIP

- NOV 2022** ▪ Design lead for end-to-end negotiation management tool
- Conducted discovery workshops with stakeholders and mapped user journeys
- Designed UI library with reusable components and design assets

MAR 2022 – SALTERBAXTER (PART OF PUBLICIS)

- JUN 2022** ▪ Lead designer for a sustainability engagement web application
- Designed high-fidelity wireframes and supported with business analysis activities

JUN 2021 – DEPARTMENT FOR EDUCATION

- MAR 2022** ■ Interaction designer for a funding data service providing capability to source, manage and share data records for funding calculations
- Lead user researcher to map as-is processes and capture user needs and pain points for reporting on performance data and KPIs across the organisation

APPLICATION DEVELOPMENT ANALYST | ACCENTURE | JUL 2019 – MAY 2021

APR 2020 – ALLIED IRISH BANKS

- MAY 2021** ■ PMO analyst for Finance Centre of Excellence, managing over €13 million in financials for 9 projects
- Data/Comms analyst on restitution project, delivering payment and communication solutions for all customers in scope to planned schedule

OCT 2019 – VHI HEALTHCARE

- APR 2020** ■ Business analyst for a claim management solution capturing and documenting user requirements, facilitating workshops and designing process maps

AUG 2019 – ROTHCO (ACCENTURE INTERACTIVE) IN PARTNERSHIP WITH AN COSAN

- OCT 2019** ■ Deployment lead for MVP digital skills assessment tool
- Led usability testing before and after go-live and successfully deployed the solution

EDUCATION:

- **Professional Diploma in UX Design**, UX Design Institute (Feb 2021 – Jan 2022)
- **MSc in Digital Information Management**, University College Dublin (Sep 2018 – Aug 2019)
- **BA in Digital Media**, Maynooth University (Sep 2015 – Jun 2018)

SKILLS AND TOOLS:

- UX DESIGN:** Stakeholder mapping, quantitative surveys, user interviews, data analysis, problem framing, journey mapping, workshop facilitation, wireframing and prototyping
- TOOLS:** Figma, Miro, Adobe XD, Marvel, Lucid, Mural, Atlassian (Trello, Jira, Confluence), GOV.UK prototyping kit, HTML, CSS, JavaScript, Azure DevOps, WordPress, Wix
- SOFT SKILLS:** Teamwork, problem-solving, communication, organisation, agile methodologies

INTERESTS AND ACHIEVEMENTS:

- Scored 100% in “AI for Designers” course (Interaction Design Foundation)
- Experience leading design teams in agile environments
- Developed Design Practice playbook and methodologies
- Marketing Workstream Lead and line manager at Solirius
- Facilitator of Graduate Academy User-Centred Design training at Solirius
- AWS Certified Cloud Practitioner