

# HARRY SLAGEL

Service and user experience designer  
London

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## EXPERIENCES

### ENGINE TRANSFORMATIONS

Service/UX Design | October 2017 to Present

#### Her Majesty's Court and Tribunal Service's

*Digital transformation of the immigration and asylum tribunal systems and services*

Responsible for mapping the current (as-is) and future service design process.

Facilitated co-design stakeholder workshops, Incorporating design thinking to uncover and align user needs and business requirements in a complexed cross governmental eco-system. Crafted and validated designs from concept stage through to execution.

#### Key achievements:

- The new service design has resulted in the average appeal lifecycle timescale reducing from 52 weeks to only **9 weeks**.

- Received an **innovation award** from the central HMCTS digital reform programme

- Successfully **passed (TWO) Government Digital Service alpha assessment**.

#### Marine Management Organisation

*Digital transformation of the UK fishing trade export process*

Lead the Design for the online journeys for two government services in preparation for Brexit. Facilitated regular cycles of usability testing and stakeholder feedback sessions that informed the iterative design. Collaborated with developers throughout the project to understand the technology constraints and provide final design specifications.

#### Key achievements:

- Develop a concept where both services shared and validated data resulting in **less manual input of data** for both internal and external users.

- Successfully **passed a Government Digital Service alpha assessment**.

#### Department for Business, Energy and Industrial Strategy

*A digital service enabling local authorities to help businesses comply with regulations*

Responsible for improving and advising UX improvements, incorporating GDS designs and patterns. Advised on UX improvement priorities that responded to user feedback during the private beta stage.

#### Key achievements:

- My work resulted in the team being able to **scale up** and move into a public beta stage.

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#### POQ

UX/UI Design | March 2017 to October 2017

Part of the design team responsible for iteratively improving the native shopping experiences across iOS and Android apps. Lead client meetings to gather design requirements and collaborated with developers to inform design specifications ready for build.

#### Key achievements:

- Redesigned the Android app tab navigation which yielded 6x more wishlist views and a **70% increase of conversion**.

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#### SKY

UX/UI Design | September 2015 to March 2017

Worked embedded within an agile scrum team designing the end-to-end user experience for sky mobile service digital estate. Responsible for defining Information architecture and user journeys, translating raw business requirements into wireframes, screen mock-ups and prototypes. Facilitated usability testing sessions, iterating designs based on user insights.

#### Key achievements:

- Within the first months of launch Sky mobile online service journeys achieved a **77:23 Digital Split** overall against the offline service journeys.

- Achieved an **end-to-end service** from scratch from discovery, through to design and delivery.

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## EDUCATION

### **THE UNIVERSITY OF LEEDS**

New Media | 2012 to 2015

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## ABOUT

### **DESIGN SKILLS**

Advanced skills in wireframe, concept creation and prototyping

Experience in conducting and facilitating qualitative and quantitative research sessions

Experience in research synthesis and translating insights into design

The ability to think logically from a holistic level, understanding the whole process, vision and strategy

Experience in planning and facilitating co-design stakeholder and user workshops

Experience with design sprints

Experience with design thinking methodologies

Experience working with and within multi-discipline agile scrum teams

### **SOFTWARE**

Advanced in Sketch, Miro, Adobe Creative Suite, InVision and Axure

General understanding of HTML and CSS

### **CERTIFICATIONS**

**Scrum Master**

Scrum Alliance

August 2018

**Design Sprint facilitator**

Design spring school

March 2018