Jonah McLachlan - CV

UX designer since 2015 with experience in:

- Planning, conducting and synthesis of user research activities (both qualitative and quantitative).

- Stakeholder engagement, workshops and presentations.

- Designing an array of user-centered experiences across multiple industries: transport, finance, public sector, e-commerce, tourism, broadcasting, healthcare, education and utilities.

- Producing research-led artefacts including customer journey maps, service design blueprints, personas and wireframes.

- Collaboration with multi-disciplinary teams creating product specifications, prototypes, style guides and mockups (Sketch, InVision, Adobe XD, Adobe suite and HTML, CSS Git, JS).

- Heuristic analysis, accessibility audits and UAT.

- Following Agile, Lean UX and Waterfall methodologies.

UX Designer - Fathom

January 2018 - Present

A key delivery team member and lead for multiple projects. Responsibilities include:

- Running client workshops, user research and mentoring.
- Creating research plans and conducting analysis.
- Wireframing, design and style guides: specific attention on accessibility, responsive interactions and collaboration with developers.
- Responsible for driving internal learning, through monthly lunch & learns, creating templates and project retrospections.

Daily Tools: Sketch, Mural, InVision, Optimal Workshop, Hotjar, Google Analytics.

Research: Usability testing, card sorts, tree tests, user interviews, contextual studies, heauristic evaluations, analytics, accessibility audits, surveys.

Trainer - UX Design Institute

January 2019 - Present

- Teaching two-day UX Foundation courses, both public and in-house, with over 100 delegates.
- Mentoring two cohorts for the Diploma course, involving 1:1 sessions and monthly webinars.

UX Designer - Eyekiller

December 2016 - January 2018

Part of the design team, my responsibilities included:

- Gathering stakeholder requirements and business goals.
- Creating sitemaps, analysing Hotjar data and researching competitors.
- Hi-fidelity wireframing and close working with front-end developers.
- Conversion rate optimisation projects with marketing and ecommerce team.

Daily Tools: Sketch, InVision, Hotjar, Adobe Suite, Google Analytics

UX Developer - Basestation Ltd

June 2016 - December 2016

I managed multiple projects and demonstrated effective communication and workflow coordination. Responsibilities included:

- Gathering stakeholder requirements and business goals.
- Converting requirements into key pages as wireframes.
- Handing over wireframes to designer, for branding.
- Creating Drupal themes and styling (CSS) for developer.

Web Developer - Fraser/Coyle

July 2015 - June 2016

Key development responsibilities included LESS compiling, design implementation, custom Bootstrap libraries, MODX CMS configuration and development and key customer management. This startup gave me excellent exposure to being a key member of a product team.

Web Analsyst - University of Edinburgh

2015 - 2016

Placement year which introduced me to multiple experiences including server maintenance, service management, ITIL Training, Drupal web development, UX Design and stakeholder engagement.

Key highlights included:

- Consulted with over 2,000 university students to improve our web services.

- Organised multiple hackathons and helped as a UX Mentor.
- Developed multiple CMS platforms and maintained them.
- Gave presentations on improving student experience, open data and better tools for communication.

Education

Professional Diploma in User Experience Design

2019 - Present

User Experience Design Institute, Dublin

BSc. Web Design & Development (UX) Hons.

2014 - 2017

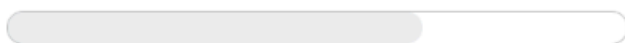Edinburgh Napier University, Edinburgh

Awarded 2.1

Other interests

I organise the Belfast Digital Meetup with over 500 members. Involved in sourcing speakers, helping at the events and updating the social media.
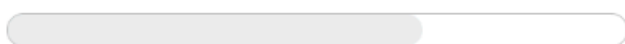
Reading books on philosophy, minimalism and self-improvement. Appreciates tech podcasts, quality coffee, music and the outdoors.

Skillsets and specialisms

User Research

Interaction Design

Visual Design

Front End Development

Get in touch

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