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in keiran-snowe

2021 - CURRENT

### **HELPING HANDS/**

#### UX/UI DESIGNER/MANAGER

In 2021, I joined Helping Hands as a UX/UI designer, taking on the sole responsibility for over 2.3 million annual site visitors. Collaborating with stakeholders, external SEO & UX agencies, and in-house developers, I built and implemented a design system for a site-wide re-template, resulting in an impressive 160% increase in mobile conversion and a 110% increase for desktop.

Following a promotion to UX manager, my role expanded to lead a growing team, aiming to further boost sitewide conversion rates and refine user journeys across channels like PPC and recruitment. My responsibilities also extended to projects involving chatbots, recruitment portals, and app conceptualisation.

Site wide re-template;

- 160% conversion increase for mobile
- 82% conversion increase for top service

PPC re-design

- 102% conversion increase for mobile
- 62% conversion increase for mobile

#### TOOLS/

- Figma
- Google analytics
- Google tag manager
- Adobe suite
- Miro
- Typeform

### SKILLS/

- UX research & analysis
- Ul design
- Sketching
- Prototyping
- Design systems
- User testing
- User interviews
- Graphic design

2020 - 2021

# DAY OUT WITH THE KIDS/

DIGITAL DESIGNER

I worked alongside uk partners such as Paultons Park, Go Ape, Go Henry & more to create eye catching co-branded campaign's for our digital assets on the site. I also worked alongside the team to redesign key pages and journeys on the website.

2019 - 2020

# ATTRACTION WORLD/

**GRAPHIC DESIGNER** 

My responsibilities included working alongside parters such as Disney, Universal, Sea-World and the Merlin Group to produce seasonal and/or event driven campaigns. Designing homepage creatives, landing pages, emails, social media assets and other onsite promotional assets for the marketing team.

2013 - 2018

# EDUCATION/

(BA) PRODUCT DESIGN - NTU