Liam Richardson
Senior UX Designer

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For examples of my work, as well as a detailed breakdown of my process as a UX designer, please visit my portfolio:

www.richardsonweb.co.uk

I am a creative, forward-thinking senior UX designer with a speciality in transforming large-scale software into experiences that users love. Since beginning my career in 2013 I have implemented rock-solid user experience workflows into small to medium-sized development teams that have tangibly improved their products for the better, increasing retention and user satisfaction without interfering with pre-existing workflows or strict deadlines. I am looking for my next challenge and am seeking a team that shares my enthusiasm for software design.

Here's what I'm good at

- Empathy first design
- Careful research, rigorous testing, innovative thinking
- Planning and conducting usability testing sessions
- Maintaining a centralised research repository
- Creating wireframes and detailed designs using Figma
- Maintaining a design system using Figma
- Managerial duties
- Working collaboratively with a group of like-minded professionals

Experience

Freelance UX Consultancy | 2022 - 2023
Since 2022 I have offered my skills as a UX designer on a freelance consultancy basis. Over the past year and a half, I have worked closely with a small number of clients, assisting their development teams by identifying usability issues within their software. I have consulted on a number of large-scale systems within the pharmaceutical, energy and telematics sectors as well as continuing to assist my former employer Datatrial.

I specialise in providing detailed interactive prototypes for clients informed by the results of multiple user testing sessions (performed remotely using platforms such as User Interviews). Thanks to my help, clients have received fewer helpdesk requests from confused users and higher user satisfaction scores.

In addition to providing UX consultancy, I have also designed and developed a number of CMS-based websites for smaller local clients, such as the Newcastle-based Talk Works.

Senior UX Designer - Datatrial | 2016 - 2022
As the Senior UX Designer at Datatrial, I was responsible for overseeing and managing all aspects related to the UI design and UX processes at the company. I was fully responsible for all of our software, primarily Nucleus, a revolutionary product that provided end-to-end access to clinical data and documents via a single compliant platform.

During my time at Datatrial, I implemented an effective user experience workflow that improved the quality of Datatrial's products, resulting in happier, more engaged users as a result.

All individual modules within Nucleus received personas based on information gathered from face-to-face focus groups and user interviews. Initial design prototypes were created in Figma before they were shown to both existing customers and potential clients, undergoing rounds of usability testing to ensure the basic flow made sense to those who use the software daily. Once the necessary design and development tasks had been completed, our regular usability testing sessions provided the wider team with an opportunity to observe the release version of the software being used by our actual customers. These sessions - organised and conducted by myself and my team - became an invaluable source of feedback that resulted in products our clients loved to use.

My proudest achievement was creating a phone application designed for terminal cancer patients who had been enrolled in a cutting-edge clinical trial. As the trial was unusual compared to most traditional cancer treatments, the app provided the user with a customisable level of detail about the process they were embarking on, as well as giving them ways to communicate with both their care team and their fellow patients. The app allowed me to work closely with these patients, their families and their care team, a powerful experience I cherish greatly.

Datatrial won two awards for Nucleus in both 2017 and 2018 respectively. At both events, the UX team was given a special mention for their essential work, something I took great pride in as the lead of the department.

Video Producer - Rock Paper Shotgun | 2022 - 2023
Following nine years as a UX and UI designer I decided to take a small break to try my hand at something different. I joined the team at Rock Paper Shotgun as a video producer, creating content focused on PC gaming. Since joining the team I have covered many major releases and international events as well as interviewed development teams about their upcoming titles. I have enjoyed my experience working within this industry thoroughly, but I'm ready to return to UX full-time instead of splitting my focus between video production and consultancy.

Sigma Consulting Solutions Ltd | 2013 - 2016
Throughout my time at Sigma my primary role was lead front-end developer on a number of projects, most notably the re-development of Citizens Advice's entire online presence.

My responsibilities not only included designing and developing high-quality, usable digital experiences but also facilitating client meetings and workshops, conducting user research with a diverse range of participants and being heavily involved in the sales process of the business, assisting in the acquisition of new clients.

As an agency focused on providing an unparalleled user experience for their products, my time at Sigma taught me the importance of ensuring my designs keep the user in mind at all times by making my websites compliant with the latest web standards and AAA accessibility guidelines.

Talks | 2013 - 2018
Since graduating from University, I have both spoken and conducted workshops at a number of institutions and events such as UCLAN, MMU, Manchester Front End, Manchester Tech Nights, Front End North and Camp Digital.

Web & Multimedia Degree | 2010 - 2013
I graduated from the University of Central Lancashire with a First Class Honours degree.

Skills

User Experience		Languages	Leadership	Software
Usability testing	User interviews	HTML	Line management	Figma
User flows	Card Sorting	CSS / SASS	Interviews	Adobe UX
Prototyping	Desirability study	JavaScript	1-1s	Zeplin
Personas	Heuristic	PHP	Pay reviews	Jira
A/B Testing	evaluations		Mentorship	Photoshop
Concise reports	Competitor			Illustrator
	analysis			Analytics