

OLIVIA CARO Lead UX/UI Designer | UXPA Mentor

+44 (0) 7857 634 961 - oliviacaroddiego@gmail.com - <https://www.linkedin.com/in/oliviacaro/> - <https://carodesign.info/>

As a strategy maker and design thinker, I'm specialised in defining the user needs and finding the solutions in alignment with the business requirements. Along my journey as UX/UI/Product designer, I've successfully delivered and managed digital products ranging from native products in Android and iOS, Desktop and Responsive at the highest standards of execution.

DESIGN PROCESS

Mobilise → Empathize → Define → Ideate → Prototype → Implement

EMPLOYMENT

(References available upon request)

HSBC – Commercial banking, London

February 2020 – Current

Lead UX Designer (Perm)

Project type: Responsive, Desktop, Native Android + iOS

Working as Lead UX/product Designer in a cross-functional role for the Payments team, working with a global team of stakeholders (POs, PMs, Bas and DEV teams), at a high level of quality of execution. Leading a team of 4.

Responsibilities

Wireframing and sketching strategies.

Ways of working ambassador.

Overviewing UI Design development.

Product manager skills.

Interactive prototypes.

Team management.

Conducting and facilitating design sprints

Mentoring and coaching.

Cross-functional designer.

Staffing and recruiting.

Design thinking.

Tesco bank - Pay+ - Retail banking, London

August 2019 – January 2020

Lead UX/UI Designer (Contractor)

Project type: Native Android + iOS

Working as Lead UX/UI Designer for the Tesco PAY+ product, a native app for Tesco bank. Working hands on within a scrumb agile team, in collaboration with the PO, BA, Architects and Data scientist, defining new features for the product collecting and utilising the customers feedback, shaping their needs and wants into a second phase for the product.

Responsibilities

Wireframing and sketching strategies.

Conducting and facilitating design sprints

Overviewing UI Design development.

Cross-functional designer.

Interactive prototypes.

Schroders – Investment banking, London

April 2018 – July 2019

Lead UX Designer (Contractor)

Project type: UX proposition, Responsive

Working with the business in the digital transformation from the company as a Lead UX designer.

Working cross-functionally in internal projects for Schroders. My main focus was working in the site rationalisation unifying their products and improving their user experience across products.

Responsibilities

Wireframing and sketching strategies.

Ways of working ambassador.

Overviewing UI Design toolkit development.

Product manager skills.

Interactive prototypes.

Mentoring and coaching junior members.

Conducting and facilitating design sprints

Staffing and recruiting.

Cross-functional designer.

Vodafone, London

August 2017 – April 2018

Lead UX Designer (Contractor)

Project type: Native, Responsive

Working as Lead UX designer for their product called 'Start'. Working global. Leading the UX product strategy in a global team, revamping the product, working on the project scope definition, helping the team building an agile culture. Working hands on over the strategy from 3 different teams within the same product. (Android, iOS and Desktop). Working on the project scope definition. Defining solutions for the native apps, the connected apps project and the integration of Vodafone ID project within the Start project.

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Responsibilities

Wireframing and sketching strategies.
Cross-functional designer.

Conducting and facilitating design sprints
Ways of working ambassador.

HSBC – Retail banking, London
Senior UX/UI Designer (Contractor)

October 2016 - August 2017

Project type: Mobile+Desktop-Responsive

Working as a Senior UX/UI designer for the different projects within the retail department. Mentoring junior members.

- * **From June 2011 to October 2015:** Lead/Senior UX/UI Designer, London.
- ** **From October 2004 to October 2011:** Senior UX/UI Designer, Madrid, Spain.

VOLUNTEERING

UXPA Mentor, UK Mentoring and Coaching UX and UI designers.	2018 – Current
Professional Mentor & Coach, UK Mentoring and Coaching UX and UI designers.	2014 – Current
FuzzyGab.4 Research Group, Spain User Researcher & Designer. – Non active since 2017.	2015 – Current
Mi.Mo magazine, Spain - http://bellasartes.uclm.es/mimo/ Product Designer + strategy.	2005 –2014
Indevol Research Group member, Spain User Researcher & Designer.	2009 – 2014

SKILLS & TOOLING

Personal Mentoring and coaching Project management skills Staffing and recruitment Team lead facilitator and supporter Team player Ways of working ambassador Cross-functional designer Design processes trainer End-2-End designer	Disciplines Product strategy Design thinking Design sprints & studios HCI UX design UI design Rapid prototype Native: iOS + Android Responsive design Design systems	Tooling Sketch Overflow Invision / Freehand Zeplin Confluence Jira
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EDUCATION

Master degree part of the PhD in Arts & Interaction. UCLM: University of Castilla-La Mancha. Cuenca, Spain.	2008 – 2010
BA(Hons) Fine Arts: Specialised in Interaction Design. UCLM: University of Castilla-La Mancha. Cuenca, Spain.	2000 – 2005

THINGS I DO/LIKE

Personal development, Professional Mentoring & Coaching. Travelling the world hiking. Cycling. Swimming. Music. Art exhibitions and museums. Work in side projects. Gardening and spending time with my family & friends – my fluffy cats included.