
THOMAS GRAY

Senior UX Designer with 15 years' experience creating useful and inclusive products for the world's leading brands.

Senior UX Designer

Post Office

June 2023 - June 2024 (FTC)

- Worked in collaboration with Bank of Ireland to redesign Post Office's Savings website
- Led design optimisation initiative with senior stakeholders and external partners to measurably improve customer experience and commercial outcomes
- Delivered solutions for Banking and Bills, Christmas, Insurance and Travel

Senior UX Designer

Virgin Money

April 2020 - June 2023

- One of two designers working in collaboration with Aberdeen Standard and FNZ to redesign Virgin Money's investments and pensions platform
- This involved the decommissioning and redesign of two existing websites and online services, the migration of more than 200,000 customers, as well as two new apps for both iOS and Android
- My role encompassed the whole design lifecycle, including auditing, task, gap and heuristic analyses, service blueprinting, prototyping, testing, delivery and optimisation

Senior UX Designer

Sage

January 2017 - March 2020

- Led design sprints with external partners including VISA and UPS to explore payment and shipping integrations with Sage Financials. This involved carrying out user research, task, gap and heuristic analyses, service blueprinting, prototyping and testing
- Designed various modules for Sage Financials, including contracts, fixed assets, invoicing and inventory
- Evaluated Sage's organisational practices and capabilities with regard to accessibility through a series of audits and surveys, whilst I also established the Accessibility Guild

Senior UX Designer

Turnitin

November 2014 - December 2016

UX Designer

AYO Digital

June 2012 - October 2014

UX Design Intern

BBC

September 2010 - April 2011

Research Assistant

Newcastle University

January 2009 - June 2010

Portfolio

www.thomgray.co.uk

Tools

Axure RP

Figma

Sketch

Marvel

Miro

Adobe CC

Quantum Metric

JIRA

Confluence

M.Res Digital Media

Newcastle University

2008 - 2010

With Merit

B.A. (Hons) Fine Art

Newcastle University

2004 - 2008

With Distinction

A-levels (3)

Art and Design (A)

Biology (B)

Chemistry (C)

GCSEs (9)

Art and Design (A*)

Graphic Design (A)

Science (AA)

English Literature (A)

English Language (A)

French (A)

Mathematics (B)

Geography (B)

Awards

Hatton Gallery Prize (2008)

John Christie Prize (2007)

Highest national mark of 100% for

A-level Art and Design (2004)

Publications

BDaily (2013)

Web Designer Magazine (2013)