

I share stories and empower others to co-create futures.

I am a dedicated, passionate, and grounded maker of things. My best work happens when I work with clients and their communities to design engaging experiences. I look for projects where I can design with purpose, matching strategic business goals to peoples desires. I design to improve lives, reduce complexity or coax optimism.

Skills

From discovery to delivery

Practical knowledge and hands-on experience in design research, prototype testing and co-design methodologies. Ability to unify and lead creative, multi-disciplinary teams towards strategic outcomes.

10+ years experience in synthesising (sensemaking) research, and sharing empowering and empathic stories with diverse audiences to illicit action. Very strong in translating observations into insights and prioritised action-orientated recommendations.

Skilled in prototyping and agency agile, able to quickly produce concepts, mock ups and prototypes to test 'proof of concept' with end-users on low or no-budgets.

Background in testing, cognitive walk-throughs and quantitative and qualitative analysis for sites, concepts, services and policies. Expertise in conducting one-on-one interviews, facilitating strategic workshops and feedback sessions with people of all ages, backgrounds and abilities. Has designed, planned and implemented human-centred end-to-end services.

Ability to ideate, design, and deliver high quality stories. Lead teams to make graphic, digital and industrial products on short deadlines. Consistent application of industry best practice, completing projects to the highest professional standards. Can sketch, build and hack.

Can create brand new—or test old products—against use cases, persona's, brand guidelines and user experience principles. Can create all manner of human-centred design artifacts, maps and guidelines. Able to extrapolate brand guidelines, screen flow diagrams, site maps, service road mapping and customer journey maps from disparate inputs.

Experience in writing proposals for funding and partnerships, scoping projects and liaising with government departments. Background in capacity building of students and staff including the design of coursework around design thinking, human-centred design and research.

General skills

Strong communication and presentation skills. Has exhibited projects internationally and presented both design talks and academic papers to various audiences.

Prefers working in interdisciplinary teams, but able to work independently and remotely. Good time management skills and attention to detail.

Track record of excellence. Recognised by multiple awards in various fields of design including: research, product interaction, graphic design and architecture.

Passionate advocate for social justice and sustainability. Lived experience of being a political refugee.

Experience

**2017- Head of Co-design
Lead Service designer**
Today (formally Thick)

Working with communities, governments and NFPs to design the policies, products, systems and services they need. Facilitating conversations and developing strategies around challenging topics to shift toward positive futures. Creating tools and experiences that engage diverse groups of people to collaborate for social or environmental good.

CO-DESIGN, WORKSHOPS, POLICY DESIGN, PROGRAM LOGIC, STRATEGY, DESIGN RESEARCH, TESTING, PROTOTYPING SERVICES, TREND ANALYSIS, TECHNOLOGY AND GIVING, COMMUNITY-LED DESIGN, LOCAL, STATE AND FEDERAL GOVERNMENT, DIVERSITY AND INCLUSION

**2017- Head of R&D, Experience designer
2015 Australian Broadcasting Corporation**

Leading the Research and Development team to research, design and develop future media experiences for the 10+ year time frame.

STORYTELLING, STRATEGY, RESEARCH, CO-DESIGN, CONCEPTUAL DESIGN, 360 VIDEO, AUGMENTED REALITY, VIRTUAL REALITY, WEARABLES, STRATEGY, TREND WATCHING, HUMAN CENTERED DESIGN

**2017- Freelance Industrial design, Design research,
2014 Service, Visual and Interaction Design**

Lecturer, Facilitator, Researcher
Monash University

Working on a range of projects from including: web design for the elderly, service design of digital mental health services for youth, evaluating heuristics of migration services, and designing and developing wellbeing apps. Developing coursework on sustainable design, Design thinking and design studios.

PRODUCT DESIGN, DESIGN, APPS, SITES, DIGITAL HEALTH CARE, RESEARCH, CONCEPTUAL DESIGN, HUMAN CENTERED DESIGN

**2013- UX/UI Designer
2014 *The Artificial, Amsterdam***

Hands-on visual and interaction design. Writing guidelines, constructing flowcharts and sketching many wireframes. From high level concept creation, composing screens, through to the production of assets for a range of apps, programs and websites across all types of operating systems and devices.

CONSUMER ELECTRONICS, E-COMMERCE, 3D PRINTING, ANDROID, ILLUSTRATION, FLOW DIAGRAMS, VISUAL DESIGN, TRANSLATION TO TOUCH, ICONOGRAPHY, KICKSTARTER CAMPAIGNS

**2013- Researcher, Interaction designer
2011 *frog, Amsterdam***

Primary focus on design research. Working within multi-disciplinary teams to design and facilitate *frogthink* workshops. Brainstorming and translating research findings into viable concepts. Using skills in graphic design, animation, industrial design and video editing to make concepts real, and research relatable. Experience and service design.

I.T SECTOR, ENERGY SECTOR, MILLENNIAL'S, TRAVEL INDUSTRY, TELECOMMUNICATIONS, INTERACTION DESIGN, RESEARCH, CUSTOMER JOURNEY MAPS, PERSONA'S, EXPERIENCE DESIGN, PITCHES, HUMAN CENTERED DESIGN

**2008- Graphics Operative VPSG-3
2009 *Victoria Police Judicial Support Unit***

An unsworn member at the Judicial Support Unit producing interactive presentations to be used in high profile court proceedings. Common tasks included the collation and analysis of evidence, reconstructing scenes with software, footage enhancement, editing and, the construction of animations or interactive time lines.

UX UI DESIGN, ANIMATION, RECONSTRUCTION, VIDEO EDITING, FLASH, AFTER EFFECTS, DATA, 3D MODELLING, DETAILED ANALYSIS

**2007- Creative Designer
2008 *Oxfam Australia - Refugee Realities***

Designed, sourced and built sets and props for the Refugee Realities simulation. Created graphics for way-finding, posters and event promotion. Produced assets for animations, interactive games, websites and videos. Worked as part of a team of over 200 volunteers: artists, actors, teachers, aid workers and refugees.

EXHIBITION DESIGN, SET BUILDING, INTERIOR DESIGN, GRAPHICS, PROMOTION, BRANDING, ANIMATION, GAME DESIGN, DESIGN FOR SOCIAL CHANGE, EDUCATION DESIGN

Education

**2011 Masters of Social Design
a.k.a Man and Humanity**
HSP Huygens Scholarship Holder

Design Academy Eindhoven, Netherlands

2007 Bachelor of Industrial Design (H1 Honors)
*Scholarship holder for Excellence and Equity
Golden Key member*

Monash University, Melbourne, Australia