

ANNA GOLDINGHAM

UX Designer

Portfolio

Gloucestershire, UK
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PROFILE

UX Design certified. Seeking Junior UX Design role from July 2025. Diverse background in Arts, Business, Customer Service and Education. Driven by innovation, collaboration, problem-solving and aligning user needs with business goals to create impactful user experiences. Open to relocation.

KEY SKILLS

- User research; data analysis
- Communication; storytelling
- User personas
- User journey mapping
- Information architecture
- Wireframing; prototyping
- Usability testing
- Strategic thinking
- Agile Methods, Kanban, Scrum

TOOLS

- | | |
|---------------|-----------|
| • Figma | • Canva |
| • Lucid Chart | • Keynote |
| • Marvel | • Trello |
| • MS Office | • Wix |
| • Adobe Suite | • G Suite |

EDUCATION

UX Design Certification

Career Foundry
Sept 2022 - Feb 2025

(BA Hons) Fine Art:

Print & Time-Based Media

University of the Arts London
Oct 2014 - Aug 2017

Business Diploma Certification

Oxford Media & Business School
Sept 2009 - July 2010

WORK HISTORY

Junior UX Designer

June 2024 - July 2025

Fly | E-Commerce in Clothing, Events + Entertainment
Internship

- Designed app guides in Figma, managing workflow with Trello.
- Supporting Senior UX Designer with app development and proofreading UX content, ensuring clarity and usability.
- Contributing to launch strategies in 'Fly' meetings and film shoot.
- Leading usability testing (script creation, interviews and analysis).

SEN Teacher Assistant (3-11yrs)

June 2023 - July 2025

Thrive Education, Gloucestershire

- Leading and teaching classes of various sizes. Used to adapting.
- Planning and directing Christmas performance with 30+ children.
- Tailoring solutions for children's needs; applying empathy, patience, clear communication, creativity, story-telling, problem-solving and behaviour management, resulting in improved performance.

Customer Service Advisor Temping

+ UCAS, Gloucestershire	Jan 2023 - Feb 2023
+ Sainsburys HR Dept, Manchester	Jan 2020 - Jan 2021

- Delivered tailored, empathetic solutions to resolve customer needs.
- Trained in: Salesforce, CXC, UCAS Hub, Resource Link, Oracle, Excel.
- Reduced query resolution times, built relationships, met targets and enhanced service efficiency through collaboration.

Creative Team Assistant

Aug 2017 - June 2023

Agricultural Supply Services, Gloucestershire

- Voice-overs for ads: boosted sales by 10%.
- Conducted competitor research and designed a 'Soil Health' logo.
- Proficient in data entry, analysis and MS Office.

Website Designer (Freelance)

April 2020 - April 2021

Whitminster Holiday Cottages: *see portfolio*

- Redesigned website and created a mobile version to improve user experience, increasing bookings by 35%.

Previously Held Positions Include:

since 2011

Hong Kong, Australia, England

- **Website Design Assistant:** CMP Financial, St James's Place
- **Market Researcher:** 'JGMR Ltd', 'Howtmrc Ltd' and 'React Surveys'
- **Backstage Floor Manager:** Faust International Youth Theatre