

SCOTT SIMMONS

UX

CONTACT

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Glasgow, Scotland, United Kingdom

SKILLS

Problem Solving

Communication

Teamwork

EDUCATION

UX Design Institute

Professional Diploma in UX Design

2021-2022

Gained university accredited diploma by completing 8 projects and 1 exam.

Studied user research, design principles and patterns, usability testing, affinity diagrams, customer journey mapping, flow diagrams, interaction design, prototyping and wireframing.

- 100% Coursework Grade

Ulster University

BSc (Hons) Sport and Exercise Science w/ Diploma in Professional Practice

2011-2015

Studied subjects such as psychology, nutrition, exercise physiology and biomechanics. Completed a research-based dissertation involving background research, completing experiments, analysing data and presenting findings both in writing and presentation.

PROFILE

My background in hospitality means I have excellent communication and teamwork skills. I use empathy and problem solving on a daily basis to ensure customers have exceptional experiences.

Im looking for opportunities in the design field that will allow me to leverage the skills and experiences I've gained from hospitality with my natural curiosity and creative flair.

I am open to new challenges and flexible on location.

WORK EXPERIENCE

Assistant Manager

La Barca Spanish Tapas

2021-Present

Provided excellent customer service in a restaurant serving over 900 covers/week. Acted as first point of call to deal with any issues in day to day running of the business. Supervised and trained new staff members. Managed budgets by preparing and placing orders and making rotas.

- Streamlined the order taking process on the POS system by utilising card sorting and customer journey mapping.
- Supervised the transition from paper to fully online booking system reducing errors and improving productivity.

Food Runner/Bartender

La Barca Spanish Tapas

2016-2021

Prepared orders to customer specifications. Provided the link between the front of house and back of house teams. Performed cleaning and maintenance tasks.

- Restaurant voted Scotland's best Mediterranean 4 years running, 2016-2019.

Strength and Conditioning Intern

Glasgow Warriors

2013-2014

Season long placement as part of university degree. Conducted performance monitoring of players and reported data to head of S&C. Prescribed and oversaw gym programming. Match day warm up and player nutrition protocols.