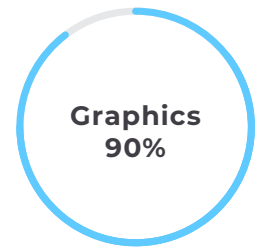
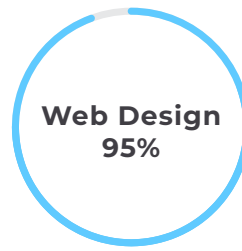


# JOSH TOAN

USER EXPERIENCE & WEB DESIGNER



## ABOUT ME

My background in UX and Web, combined with my flair for graphics and illustration, allows me to create beautifully designed products with the user in mind.

With a degree in Interaction Design, I believe in putting the user at the forefront of my design process - considering every aspect of their journey in order to craft a truly unique and enjoyable experience.

## EDUCATION

### BDES (HONS) Interaction Design

Belfast School of Art  
Achieved: 2:1  
09.2014 - 07.2017

### Level 3 BTEC Extended Diploma Interactive Media

Northern Regional College  
Achieved: D\* D\* D\*  
09.2012 - 06.2014

### A-Level

Carrickfergus College  
Achieved: B B C  
09.2010 - 06.2012

### GCSE

Carrickfergus College  
Achieved: A A B B C C C C C  
09.2005 - 06.2010

## WORK EXPERIENCE

### CREATIVE UX & WEB DESIGNER/FRONT-END DEVELOPER

#### THE DESIGN FACTOR | 06.2018 - 10.2020 (full-time) & 10.2020 - Present (freelance)

I have had the opportunity to work on a wide variety of projects as a UX & Web Designer/Developer at The Design Factor. As part of a small team, this role affords me the opportunity to be involved in every aspect of a live project – this brings with it a great deal of responsibility.

A typical project would see me liaising directly with potential and existing clients, working to understand what they require and how we, as a team, can use our collective skills to create something exciting.

From here I typically carry out any necessary research to gain a clear understanding of the project at hand.

From a UX standpoint, this is primarily me using research techniques to understand who the target users are and how they will interact with what we are creating.

If the project is more web focused, I am generally trying to better understand the product or service that the website is serving as well as the target demographic.

This directly informs the design process, allowing me to create initial concepts and visuals to issue to the client and work with other team members to generate assets. – I can then progress to various stages of digital prototyping/development sites to refine the project before bringing it to completion.

Teamwork and management of time/active jobs is vital, as we each juggle many projects at once and often these projects have multiple team members, each working on different aspects – This means that communication, along with keeping budget sheets, timesheets and assets up to date, is incredibly important.

My time with The Design Factor has given me a great deal of experience, pushing me to improve by testing my abilities and allowing me to learn new skills. It has also helped me to hone my transferable skills, such as time-management, communication and problem-solving.

### TEAM LEADER

#### CENTRA | 05.2013 - 06.2018

As a Team Leader I was responsible for the day to day running of the store, including the colleagues and assets. I also supported driving the brand, sales and net profit for the store.

This role was valuable in shaping my people skills and testing my ability to work under pressure – Time management was key in keeping all team members on task and on schedule to ensure that handover between shifts was always as smooth as possible.

I was frequently faced with new challenges to overcome and I always went the extra mile to ensure customer satisfaction and that my team were working happily and effectively, addressing any issues head on.

## UX SKILLS

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### Quantitative & Qualitative Research

Considerable experience using qualitative and quantitative research methods

### Wireframing User Flows & Prototyping

Considerable experience with both paper and digital prototyping - Invision, Sketch & Principle

### Visual Communication

Considerable experience conveying information visually

## WEB SKILLS

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### HTML5, CSS & JavaScript

Considerable experience building responsive websites with HTML5 and CSS, as well as experience with modern JavaScript frameworks such as React

### PHP & MySQL

Experience with PHP and working with databases when building custom WordPress websites

### Content Management Systems (CMS)

Considerable experience with WordPress as well as

## OTHER SKILLS

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### Adobe Suite

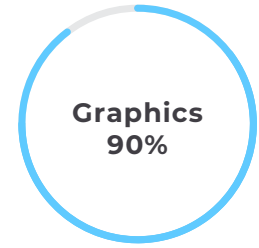
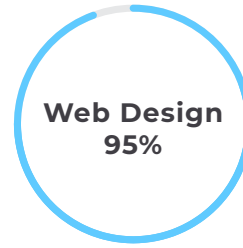
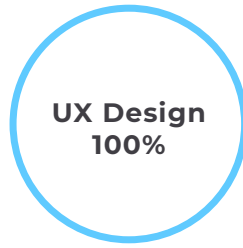
Considerable experience with Illustrator, Photoshop, InDesign and the rest of the Adobe suite

### Microsoft Office Suite

Considerable experience with Word, Excel and PowerPoint

### Illustration

A personal past time and a valuable skill - traditional and digital



## PERSONAL QUALITIES

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### COMMUNICATION

#### I CAN...

Communicate ideas and information effectively and clearly.

Deliver presentations in a professional manner, both independently and as part of a group.

Talk through my process, clearly explaining my thinking behind each design choice that I have made.

Listen to and learn from feedback from both my peers and clients as well as providing thoughtful feedback and critiques of my own to others.

Resolve conflict by keeping a level head and listening to those involved.

### TEAM WORK

#### I AM CAPABLE OF...

Working effectively as part of a team, taking on board the ideas and concerns of my teammates and ensuring that I always pull my weight.

Fully supporting the direction that my team decides to take and giving my all to the project at hand.

Taking on a leadership role within a team - delegating tasks fairly amongst the group and ensuring that everyone is on task and on schedule.

Working to deadlines within a team.

### WORK ETHIC

#### I AM...

Organised, always creating a plan of action for the projects that I take on.

Motivated to see every project through to the end, always striving to deliver quality work.

Excellent at managing my time and resources, ensuring that I get the most out of each day.

Always willing to take on new challenges, leaving my comfort zone in the hope of learning something new.

Eager to work with others and excited to learn new things and further my abilities.

Punctual and passionate about what I do.