

Robert Rhead

User Experience Designer

Interaction Designer

Contact me via my website for more details:
www.rhead.design

Experience

Lloyds Banking Group

UX/UI/IxD/VD/All

Manchester & Edinburgh 2018 - 2023

Working with multidisciplinary teams focussing on designing outstanding customer and colleague experiences across the group's portfolio of brands, both in digital format and in-branch scenarios.

- Leading design of Card Servicing projects including Card Controls, Buy Now - Pay Later, Card Hub, Lost & Stolen Cards, View Card Details, Visa Click to Pay and additional multi-brand app features.
- Launching and leading the Inclusive Design Guild within Design, advocating Inclusive Design and Accessibility throughout LBG.
- Working in Branch Servicing as part of an Understand team including research and demand study with high-street branch customers and colleagues to understand pain-points and problem statements.
- UX and IxD for a document upload component within the bereavement registration journey.

MBNA - Bank of America

UX/UI/VD

Chester 2015 - 2018

Working as an integral part of the MBNA Digital UX Team, involved in the public website's redesign, onboarding experience, and online credit card management system.

- UX/UI/Photography lead on their public website redesign.
- Visual design and code of marketing and servicing emails.
- Visual design of Credit Card marketing material for social platforms and online marketing space, animated videos, animated HTML5 banner ads.

The Realbuzz Group

UI/VD

Chester 2014 - 2015

Designing interactive event registration applications, lifestyle websites and worldwide running event websites including Virgin London Marathon, BMW Berlin Marathon and Tough Mudder UK.

Robert Rhead Design and Photography Ltd

UX/UI/VD/Branding/Web Development/Photography

2008 - 2023

Providing a full range of design and web services for small to middle-sized businesses and organisations throughout the UK, EU & US.

Skills

Design

User experience design
Interaction design
User interface design
Accessibility & ID
Rapid prototyping
Design thinking
Visual design
Motion graphics & animation
Video production & editing
Photography

Web development

HTML/ CSS (SCSS)
Drupal CMS
Twig/PHP
WHM/cPanel
Sublime Text
Accessibility
SEO

Tools

Figma
Adobe XD
Photoshop
Lightroom
Illustrator
InDesign
Premiere Pro
After Effects

Education

Interaction Design Foundation

UX Management: Strategy and tactics
Affordances: Designing intuitive user interfaces
Accessibility, Design for all
Psychology of interaction design
Design thinking, Ultimate guide
Interaction design for usability
Design for the 21st Century

Shillington College

Graphic Design, Manchester - 2012

LVG Heidelberg

Fachagrarwirt Baumpflege und Baumsanierung, - 2001

Merrist Wood Agricultural College

ND Arboriculture - 1987 to 1989