

# Luce James - Designer

they/them

(+44) 7931151148

lucejames15@gmail.com

lucejames.com

/lucejames15



A driven Master of Design candidate with a background in visual communication, user experience and service design and a vision of designing for social equity and innovation.

As a highly self-motivated and ambitious individual, I am driven to work in a collaborative environment, and I possess excellent communication abilities and openness to feedback. Creative problem-solving is at the core of my design process, and I am outcome-oriented, organized, and detail-oriented.

## Experience

Ascendant - Senior Service Designer | 02.23 - Present

- Conducted co-design workshops with local governments to understand their current services and community needs, informing the redesign of workflow.
- Designed a detailed project roadmap, proposal, and timeline for service design, while identifying opportunities to improve the existing design process.
- Prototyped and developed a formal approach framework for applying human-centered design that can be used to deliver bespoke support to local councils
- Facilitated a series of workshops to train local government officials in the application and implementation of the formal approach framework.

Institute of Design - Curriculum Designer | 01.22 - Present

- Co-created an extensive project plan and developed a Civic Design executive education curriculum.
- Engaged in executive and Civic Design course competitor research, working closely with the other team members.
- Designed and facilitated interviews and workshops with internal and external stakeholders
- Analyzed and synthesized insights from research to identify and evaluate opportunities.
- Created and developed class material, developed the visual communication, and assisted in the delivery of the curriculum to executive-level participants.

Abstract Design - Senior User Experience Designer | 01.20 - 07.21

- Led social and environmental impact product and service design and delivery for ocean pollution and period equality projects.
- Conducted user interviews with internal clients to understand and inform claim processing redesign and improved workflow.
- Created wireframes and prototypes for handoff to the product development team.
- Prototyped and scaled solutions for new features from journey maps to detailed designs.
- Identified and evaluated opportunities to improve the existing product and interaction design.
- Collaborated seamlessly with the product manager on research and feature conceptualization, created designs for upcoming features, and handed them off to the engineering team.
- Worked with stakeholders to evaluate existing workflows, and stopgaps, and create solutions to existing user roadblocks.
- Owned and developed various style guides and component libraries
- Gained familiarity with web accessibility and UX best practices and WCAG standards.

JWI | User Experience Designer - 10.18 - 10.19

- Managed digital user experience projects with varied client sectors such as Hitachi, Saint-Gobain and Electrolux
- Gained invaluable proficiency in digital platforms, user research and client communication
- Creating and implementing efficient and effective internal processes

## Education

Institute of Design, Illinois Tech | 2021 -2023  
Master of Design

- Facilitating a design process that centers the voices of under-resourced and marginalized communities who may be directly impacted by the outcomes of design.
- Developing an empathetic and collaborative mindset enables me to build strong relationships with communities and to conduct user research and prototyping in an accessible and equitable way.
- Experience in creating user experience assets such as sitemaps, user journeys, service blueprints, wireframes, clickable prototypes
- Creating design solutions that are not only accessible, impactful, and equitable but iterative and future thinking.

Birmingham City University, UK | 2013 - 2016

Bachelor of Arts

Visual Communication - Graphic Design

BA (Hons): First Class

## Personal Development

Institute of Design - Student Advocacy board member

Anti-Racism, Anti-Oppression Collective co-founder

Bizarre Bazaar - Co-founder of inclusive makers market in Chicago

## Proficiency

Research	Design	Leadership	Tools
<ul style="list-style-type: none"><li>• Research proposal and framing</li><li>• Extensive literature review</li><li>• Co-design workshop creation and facilitation</li><li>• Quantitative and qualitative research methods</li><li>• Equitable data collection</li><li>• Synthesis and insight</li><li>• Report generation</li></ul>	<ul style="list-style-type: none"><li>• Opportunity and problem framing</li><li>• Digital and physical prototyping</li><li>• Mapping systems and structures</li><li>• Identifying power dynamics</li><li>• Visual communication</li><li>• Storytelling</li><li>• Sensemaking</li></ul>	<ul style="list-style-type: none"><li>• Agile project management</li><li>• Facilitation</li><li>• Effective communication</li><li>• Motivated and supportive team leadership</li><li>• Organized</li><li>• Detail-oriented</li><li>• Empathetic and collaborative mindset</li></ul>	<ul style="list-style-type: none"><li>• Figma</li><li>• Full Adobe Suite</li><li>• Mural, Miro</li><li>• Slack</li><li>• Notion</li><li>• Kumu</li></ul>