

LAUREN JEAN-JACQUES

UX DESIGNER

London | laurenotella@gmail.com | www.otellastudios.com

Creative and user-focused UX Designer with a background in interior architecture, blending physical and digital design to craft thoughtful, intuitive user experiences. Experienced in research, prototyping, user testing and stakeholder collaboration. Completed UX Bootcamp at CareerFoundry with a strong portfolio of case studies. Skilled at aligning business objectives with user needs to deliver impactful design solutions

SKILLS & TOOLS

Tools: Figma, Marvel, Adobe Creative Suite (Photoshop, InDesign, Lightroom), Final Cut Pro, AutoCAD, SketchUp, Microsoft Office

UX Skills: Wireframing, Prototyping, User Research, User Testing, Interaction Design, Information Architecture, Strategic Thinking, Stakeholder Management

UX EDUCATION

CareerFoundry - Certificate in UX Design (June 2022 - May 2024)

- Designed multiple UX projects from concept to prototype, focusing on user-centred principles.
- Gained hands-on experience with usability testing, responsive design, and accessibility.

PROFESSIONAL EXPERIENCE

Granary Families, Operations Manager, Full Time

Apr 2022 - Present

- Lead a team of 5 staff daily, providing clear direction, support, and coordination of tasks.
- Oversee group supervision and training for 30 team members across the organisation.
- Used both qualitative (staff interviews, user feedback) and quantitative KPIs (satisfaction ratings) to improve service delivery.
- Introduced operational changes based on user insights, enhancing internal and external experiences.
- Collaborated with social workers, legal professionals, and healthcare teams.

Morrow + Lorraine, Mid-Weight Interior Designer, Full Time

Sep 2021 - Apr 2022

- Led commercial space design based on client and user feedback.
- Collaborated with architects and stakeholders to deliver user-centered environments.

Otella Studios, Freelance Interior Designer, Full Time

Mar 2019 - Sep 2023

- Conducted user and market research (consultations and concepts) to develop bespoke design solutions.
- Managed end-to-end projects, increased engagement by 35% through user-led design.

Studio Ashby, Interior Design Assistant, Contract

Oct 2018 - Jan 2019

- Supported conceptual development and on-site installations.
- Mentored by a leading London interior designer.

Squire and Partners, Interior Design Assistant, Contract

Aug 2016 - Sept 2017

- Contributed to award-winning office designs including a RIBA National Award winner.
- Produced technical drawings and led supplier meetings.

EDUCATION

BA(Hons) Interior Architecture and Design

Sep 2014 - Jul 2018

University of Portsmouth

A-Level, Biology, Chemistry

Sep 2011 - Jul 2013

St Dominics Sixth Form College

9 GCSE A*-C including Mandarin & Textiles

Sep 2007 - Jul 2011

Heathfield Girls School

PORTFOLIO

Available at www.otellastudios.com

UX case studies and design samples available upon request.