Damian Summersall

Portfolio: damian.framer.ai   **Email**: damiansummersall@gmail.com   **LinkedIn**: damiansummersall

UX Designer and IT Support Specialist with a proven track record of excellence including distinctions, awards, and 100% customer satisfaction score. Championing diversity, accessibility, and ethical design.

Skills: UX design, accessibility, diversity and inclusion, IT support, cybersecurity, digital marketing.

Tools: Figma, Framer, Wordpress, Adobe Photoshop, Illustrator, Apple macOS, iOS, Microsoft Excel, Word, PowerPoint, CMS, HTML, CSS, JavaScript, Google Analytics (GA4).

Professional Development

- **AI, Marketing, and Content Creation Skills Bootcamp**. Includes VR, AR, Unity, TensorFlow, Google Trends, ethics, privacy, music, video, voiceovers, etc. Mar 2024 - Present.
- **Google UX Design Professional Certificate**. 2023 - Present. **Google Analytics Certified**. 2024.
- **United Nations Digital4Sustainability Learning Path**. 2024.
- **Microsoft Gaming Accessibility Fundamentals** and **Mixed Reality design**. 2024.
- **United Nations Digital4Sustainability Learning Path**. 2024.
- **Uxcel Top 2 UX Designer and Top 10 Designer 2023**. Out of 300k people globally. 2023.
- **IAAP CPACC (Certified Professional in Accessibility Core Competencies)**. 2022.
- **Salesforce Trailhead Ranger Rank**. Over 100 courses on AI, cybersecurity, UX design, accessibility, inclusion, sustainability, testing, automation, and marketing. 2019-2020, 2024.
- **Level 2 Certificates in Equality and Diversity**, **Mental Health First Aid**, and **Business Improvement Techniques**. 2021-2024.

Work Experience

UX Design Degree Apprentice. Wolf Learning Consulting. Remote. 2021-2023 (2 years).

- Spearheaded the integration of UX within a remote, agile, multicultural, animal health e-learning start-up of between 16 and 8 team members, serving as inaugural UX professional.
- Attained First-Class grades for 75% of assignments in Digital User Experience Design Degree Apprenticeship. Covered topics such as inclusive, ethical, and accessible design.
- Evaluated content using heuristics, WCAG, and other guidelines to improve user experience.
- Enhanced learning experiences by creating course wireframes to propose improvements on layout of information and iterate with developers.
- Elevated content readability through UX writing with instructional designers and medical writers.
- Designed, conducted, and reported user research with proposed actionable insights.
- Improved website's UX and accessibility during redesign by collaborating with graphic designer.
- Produced course reports with data visualisations that more clearly conveyed key information, while saving company resources through Excel automation techniques.
- Kept up to date with latest research in UX, accessibility, e-learning, inclusion, and mental health. Actively disseminated knowledge through weekly Teams posts, presentations, and guides. Resulted in implementation of insights across products and colleagues' personal lives.
- Used Articulate Storyline, including JavaScript, to assist with e-learning creation, address bugs, and conduct QA testing alongside developers.

Apple Support Technician. Certinia (formerly FinancialForce). Harrogate. 2019-2021 (2 years).

- Collaborated in 10-person international SaaS team spanning the UK and USA, delivering IT support for over 800 employees across the UK, America, Spain, Australia, and the Netherlands.
- Sustained 100% client satisfaction score on Zendesk ticketing system. Provided support for Apple products (MacBooks, iMacs, iPads, iPhones). Co-wrote IT support intranet.

Damian Summersall

- Saved Customer Success department 30 hours of typing a week by leading research, training, and provisioning of TextExpander software.
- Achieved Distinction in Level 3 IT Infrastructure Technician Apprenticeship, encompassing software development (Microsoft certificate), networking, cloud services, and mobile systems.
- Increased workplace inclusivity as diversity and inclusion committee member. Instigated educational Slack posts, skin-tone-neutral plasters.
- Drove initiatives to foster workplace inclusivity as an active member of the diversity and inclusion committee, championing educational Slack posts.
- Voluntarily designed and implemented over 20 icons for intranet homepage. During, sought feedback from senior UX designer and approval from chief executive.

Volunteering

Game Triggers Database Contributor. Games Content Triggers Database. Remote. Dec 2023 - Present.

- Researching and recording triggers found in games. Supporting players' mental health by enabling them to be informed about traumatic and triggering content. Collaborating with mental health, psychology, and gaming professionals via Discord.

Digital Marketing Apprentice. RookieUp. Remote. 2018 (3 months).

- Acadium courses on SEO, e-commerce, copywriting, analytics, content, email, paid marketing.
- Implemented social media strategies and designed media using Photoshop. Attained Instagram statistics increases first week: Profile Views (267%), Reach (3833%), and Impressions (6050%).

Education

UX courses. Uxcel. Remote. 2023 - Present.

- Lessons, assessments, and challenges covering topics such as wireframing, prototyping, storyboards, user journey maps, process flows, sitemaps, UX writing, UX research, responsive design, accessibility, workshop facilitation, typography, design systems, and components.

UX/UI Design Skills Bootcamp. Coventry University. 2023 (3 months).

IT Technician Traineeship. IT Career Switch. Remote. 2018-2019 (10 months).

- Lectures and practice labs accredited by CompTIA, Cisco, and Microsoft. Covered exam content for CompTIA A+, Network+, Security+, Cisco CCENT, MCSA Windows 10 and 7.

BA (Hons) Japanese. University of East Anglia. Norwich. 2014-2016 (2 years).

- Partially completed. While there, improved the lives of LGBT+ and disabled students by co-designing and voting to pass inclusive policies as peer-elected Student Union Councillor.

A Levels: Art Photography, Sociology, Psychology. **GCSEs**: 11 A-C (Maths, English, ICT).