John Angless

johnangless.net

john.angless@me.com

Melbourne, Victoria

0457 646 748

I've focused my skills over 18 years around designing for positive impact, using insights to form compelling narratives. Through the lens of human-centred design methods, my passion for bridging the gap between technology and people has become a driving force in both my career and personal development.

Experience

Tools

Figma / Figjam	InVision
Miro / Mural	After Effects
Sketch / Zeplin	Premiere Pro
Jira / Confluence	Illustrator
Google Analytics	Photoshop
Dovetail	InDesign
Fullstory	Cinema 4D
Maze	Optimal Workshop

Education

Academy Xi

User Experience Design (10 weeks FT)

Oxford Brookes University (UK)

BSc (Hons) Media Technology

Leeds Metropolitan University

BArch Architecture & Design (1st Year)

Achievements

A client project I worked on for Rail Safe while I was at Squiz won the "Safety Champions" award at the Sydney Trains Excellence Awards - the application I designed replaced a previously paper-based process enabling safe working during rail maintenance across Sydney's rail network.

I also enjoy photography. I had Two photographs published in the book "A Day in the World" by Jeppe Wikstrom (Simon&Schuster) - one was selected to be displayed at exhibitions globally as part of the project.

Senior UX Designer (contract) - Telstra   August 2023 - Present

I work in Telstra's Digital Sales design chapter, leading UX activities across the product lifecycle. I'm focused on delivering improved e-commerce experiences for small business customers as they move through the prospect to order journey. I'm skilled at managing broad stakeholder groups, garnering alignment through sharing research insights, applying learnings to iterate wireframes and bringing cross-functional teams along to achieve buy-in on initiatives across a large, complex Telco business, balancing business objectives with customer needs.

User Experience Lead - Realtair   February 2022 - July 2023

My role at this rapidly scaling prop-tech encompassed working as both an individual contributor working end-to-end on design initiatives and as a people leader with 6 direct reports. While mentoring the product design team, I collaborated with senior business leaders, cross-functional teams and stakeholders to outline design strategy, prioritise, set goals (OKRs) and create roadmaps for our products. Projects included discovering and defining MVPs for a new native mobile app for agents, uplifting consumer experiences such as a live online auction, guiding the creation of a new design system to meet usability and accessibility acceptance criteria. I was charged with embedding HCD and UX methods into teams, teaching the what, why, when and how at scale through a UX playbook, creating templates for teams to use autonomously and bring focus to customer contexts. Typical activities included customer interviews, heuristic reviews, content audits, IA design, facilitating stakeholder workshops and co-design sessions, wireframing, prototyping and testing solutions.

User Experience Designer-in-Residence - Academy Xi   August 2021 - Present

I'm passionate about education as a tool for personal and professional growth. Currently, I volunteer as a mentor for Academy Xi's Designer-in-Residence program, helping to empower Xi's design students to find strengths and grow into new careers.

Senior UX Consultant - Squiz   January 2021 - January 2022

In this consultancy role, I led UX activities across projects in the Government, Higher Education and private sectors. Balancing user and clients' needs while leading user experience analysis, research and design activities across the project lifecycle in a multi-disciplinary team. Highlights include user interviews/testing, heuristic reviews, IA and content reviews, leading discoveries and requirement gathering, workshop facilitation, personas, journey mapping through to ideation, wireframing and prototyping.

User Experience Designer - Telmy   June 2020 - September 2020

A 3 month UX engagement with a startup research recruitment platform. The initial goal to reduce human intervention, fostering self-service through client onboarding. My approach included heuristic analysis, stakeholder interviews, value proposition mapping, using personas and journey maps to illustrate opportunities as well as wireframing and testing prototypes.

Lead Digital/Motion Designer - Leo Burnett & Publicis Emil   2017 - 2019

As the Lead Motion Designer, I worked with design teams across two Publicis-Groupe agencies, mentoring designers in all things motion design. My primary focus was to create visually stunning dynamic advertising campaigns for use in different contexts such as TVCs, social media, DOOH and stadium signage. I worked on all agency accounts including Mercedes-Benz, Honda, Bonds, 7-Eleven and General Mills. I also had my first exposure to UX, designing interactions, co-design, usability and testing for Honda's new retail website working as a UI designer.

Freelance Art Direction/Motion Design and Video Production   2013 - 2017

Over 4 years, I worked freelance using my skillset for art direction, motion design, video production, editing and photography. Working with a range of clients from multi-nationals, consultancies, agencies and small businesses to create compelling moving image communications.