

# STACEY HOWSHAM

UX DESIGNER

*I love to create meaningful experiences that users will enjoy through my design methods. I'm seeking a position where I can have a big impact on the user experience and enjoyment with my problem solving approach and attention to detail.*

## EXPERIENCE

### King Plc

#### **UX Designer - Foundry**

*November 2021 - Present*

- Here I lead UX for a developer platform used across the engineering org, aimed at streamlining DevEx through Documentation, Catalog and Self-Service tools.
- Collaborating with Platform Engineers and Product closely to translate user feedback to intuitive efficient interfaces and self-service journeys.
- I introduced the UX Vision and Strategy across the wider Org to empower all teams to focus on and understand their users.
- I enable continuous improvements by measuring developer satisfaction and usability to improve user engagement.

#### **UX Intern - Fiction Factory**

*June 2021 - September 2021*

- I was able to secure a summer internship with the Fiction Factory team at King, after 2 weeks I was the sole UX designer on the team therefore had to use my learnings and work closely with Developers in order to make improvements to the Game Development Engine and improve the users experience.
- I worked on design projects individually as well as with the team conducting user interviews and creating mockups to hand over to the Developers.

#### **Studio Support Specialist**

*November 2017 - November 2021*

- Relationship building and communicating user needs and feedback to our game studios from our players. I work directly with players to help reproduce in game issues so it can be passed to the studio for fixing. I introduced new processes that resulted in a 13% decrease year on year in problem tickets being created.
- Multi point collaboration between all teams including studios, legal, community, content and agents to make sure our players have enjoyable experiences with our product.
- Researching and reporting on processes and provide ideas for improvements. Used systems such as Zendesk, Jira, Looker among other in house systems.

#### **Customer Care Agent**

*June 2016 - November 2017*

- Responding to players directly using Zendesk to help support and solve all their needs and improve their overall experience. My time in this role means I was able to help and gather insights from 43,000 player emails.
- Help create content for agents to quickly and efficiently respond to players.
- Supported 17 games and was also a game specialist for Bubble Witch Saga 3.

## CONTACT



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## EDUCATION

2019 - 2020

#### **Career Foundry**

UX Foundation, Immersion & UI Specialisation

2005 - 2007

#### **University of Sheffield**

BA Hon in Archaeology & Prehistory

## SKILLSET

- Gaming industry knowledge
- Creating a UX Vision and Strategy
- Developer Experience (DevEx)
- UX Research
- Platform UX
- Internal Tools
- Technical Personas
- Backstage knowledge
- Figma
- Usability Testing,
- Design Systems
- Prototyping
- Information Architecture