

Ben Fraser

UX/Interaction/Product designer

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Having first acquired *designing for humans* skills through an architecture degree, I later found my calling in applying these to the field of digital product design. With experience in government, start-ups and the charitable sector, I am a versatile designer, an accomplished team leader and a proficient front-end developer.

My aim is the creation of products and services that ultimately work seamlessly for the user - irrespective of their level of skill, disability or education. It is my way of distilling my creative drive towards helping people lead better lives.

Employment history

- Cognizant**
Feb 2023 - present
Lead Interaction Designer (consultant)
Working on government services as part of the Public Sector UCD team.
- Amber Labs**
Feb 2023 - Feb 2024
Principal Designer (consultant)
 - Leading a team of UCD consultants.
 - Working as consultant interaction designer at Defra (Department for the Environment, Farming and Rural Affairs), leading the design of the Northern Ireland Retail Movement Scheme - a vital Windsor Framework-related service allowing traders to easily move goods from GB to NI.
- CitizenLab**
Jan 2022 - Dec 2022
Senior Product Designer
 - Leading Product Design profession across organisation.
 - Identifying user needs, defining clear solutions, validating/testing these through low and high fidelity prototypes and delivering them through detailed design.
- DWP**
Feb 2020 - Dec 2021
Senior/Lead Interaction Designer
 - Leading a team of designers and researchers in the design of the DWP's Online Identity Verification service.
 - Taking the service from Discovery through to a successful Alpha GDS assessment.
 - Implementing the official [DWP training docs on using the GOV.UK \(GDS\) Prototype Kit](#).
- Good Things Foundation**
April 2015 - Feb 2020
UX Lead / Senior Front-end Developer
 - Leading user-centred UI/UX/IxD, including digital inclusion work with Google and assisted digital with HMCTS.
 - Product management of Learn My Way: leading a cross-disciplinary team, leading UX/UI/ IxD design, implementing Agile processes, coding, user testing and workshop facilitation. Learn My Way has since been adopted by Google to deliver basic digital skills training.
 - Designing and implementing the organisation's design system.
- WANdisco**
Oct 2012 - Mar 2015
UI/UX Engineer
 - UX/UI design and front-end development for the company's Big Data and ALM applications - sold to FTSE 100 companies
 - Designing and implementing the company's design system
- WANdisco**
Dec 2011 - Sep 2012
Web Developer / Graphic Designer
Design and build of the website that helped the company achieve an £18 million IPO.
- Freelance**
May 2007 - April 2011
Web & Graphic Designer
Website design, branding and image manipulation.

Skills

DESIGN

UX/UI/IxD	Expert
Prototyping tools / Figma	Expert
GOV.UK Prototype Kit / Heroku	Expert
GDS Standards	Expert
Workshop facilitation	Advanced
Adobe Creative Suite	Advanced
Accessibility	Advanced
Content design	Proficient
DEV	
HTML / CSS	Expert
JavaScript	Proficient
OTHER	
French	Fluent
Logic X	Expert

Education / Conferences

- Nov 2021, virtual event
Presentation at Think Digital Identity for Government
- May 2021, GDS
Government Digital Services (GDS) assessor training
- April 2018, ILM
Level 3 Award in Leadership and Management
- Nov 2017, London
Leading a usability workshop at Mozilla Fest 2017
- Nov 2016, London
Presentation at Digital Evolution conference
- 2009 - 2011, University of Sheffield
Website Design / Advanced Web Scripting
- 2007, Sheffield
Teaching qualification: BTEC Level 4 Preparing To Teach in the Lifelong Learning Sector (PTTLS)
- 1998 - 2001, University of Sheffield
BA (Hons) Architectural Studies