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# Mark Stewart

## UX Designer

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Behance Profile : <https://www.behance.net/skramshots>

Portfolio : <http://skramshots.com/uxportfolio.html>

### Profile

I have worked in the software delivery industry for over 20 years. I have successfully completed my studies to transition from a QA to a UX designer. I have worked informally with UX teams in Paddy Power and was in the process of transitioning to the team permanently when a series of redundancies were announced. I have also worked in Cross Functional teams during my time with Verizon where I participated in *Workshops and Usability testing* for a greenfield product.

My background as a QA has provided me with additional benefits as a designer such as a *keen attention to detail*, familiarity working in an *Agile* environment and the ability to very effectively *test my own interactive prototypes*.

I have always been interested in the area of UX since my first exposure to it in Paddy Power. Unfortunately when I left school there was no such industry but as I gained exposure to it I became determined to move my career in that direction.

I am a photographer outside of my day job and have been using *Adobe products* for 15 years, especially *Photoshop* & this has made me very comfortable working with tools such as *Figma, Sketch and Axure*.

I am consistently looking to learn and improve and to that end have attended courses in the *Dublin Design Institute* and the *UX Design Institute of Dublin* and have qualified comfortably from both whilst learning and creating processes such as *Affinity Diagrams, Customer Journey Maps, Prototypes & Wireframes*.

I have also designed and coded my UX Portfolio using HTML CSS/SASS and Javascript

### Skills

*Wireframing*  
*Prototyping*  
*HTML*  
*CSS*  
*Figma*  
*Jira*  
*Agile*  
*KanBan*  
*Miro*  
*Sketch*  
*SASS*  
*Benchmarking*  
*QA*  
*Photoshop*  
*Axure*  
*User Flow Diagrams*  
*Windows*  
*OSX*  
*Android*  
*iOS*  
*InVision*  
*Web Design*  
*Customer Journey Maps*  
*Usability Testing*  
*Sketching*  
*Mentoring/Team Lead*

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## EXPERIENCE

### **GameStop, Dublin** *QA/UX*

Feb 2022 - Present

Taken on by gamestop to operate in a hybrid role of Senior QA analyst and UX Designer. Working on multiple sites across multiple platforms for the Irish, Italian, German, Swiss, Canadian and Austrian markets. Every Website and application has to be designed and work in a manner that suits each particular market.

- Heuristic Evaluation of each and every desktop site
- Heuristic Evaluation of each and every mobile site
- Research our competitors approach and identify strengths and weaknesses
- Testing Prototypes designed in Figma
- Design prototypes for Devs using Figma
- Present findings to stakeholders
- QA of all new functionality
- Raise issues to be rectified through use of Jira
- Document new ideas and approaches gleaned from many years of experience in Confluence.
- Participate in collaboration sessions with Dev's, QA's, UX, Management.

### **FocusTime, Dublin** *Freelance Contract UX/UI Designer*

Oct 2021 - Oct 2021

Approached by CEO/iOS Dev of **FocusTime** which is a new iOS app specifically for the American market to design the Reports page of the app from scratch and then Demo it to him. The requirement was for this to be done in 8-10 hours as the app has not been released to market yet. My approach was :

- Research how competitors in the iOS & Android world were approaching this page
- Use the existing App pages to follow existing Look & Feel so as to blend seamlessly
- Design interactive prototype using Figma.
- Demo design to stakeholder
- Take on board any suggestions or changes required.
- Make appropriate changes to design
- Incorporate iPhone design into iPad, Macbook and iMac and design for those devices.

### **ExamRevision, Dublin** *Contract Lead UX Designer*

Aug 2021 - Jan 2022

Taken on to lead the UX and UI redesign of examrevision.ie which is a startup which has been in operation for 4+ years providing online revision, grinds & assistance for Students in Junior and Leaving certificate cycle as well as teachers, parents and schools. However an increase in interest and traffic has meant that an updated revamped website is necessary. Utilising processes and tools such as :

- Competitive Benchmarking
- Usability testing
- Heuristic evaluation of existing site
- Card sorting using Miro
- User Flow diagrams
- Wireframing with Figma
- Interactive prototyping with Figma
- Liaising with Stakeholders and developers

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## Revolverlife, Dublin *Intern UX Designer*

March 2021 - August 2021

I took a voluntary position with Revolverlife to work on a Greenfield project as an Intern UX Designer to provide me with more real world commercial experience. The platform being designed is aimed at Digital Nomad workers on the one hand and charities & NGOs on the other. During this time I have been involved in :

- Attending video meetings via [Miro](#) where as a team we would design the board with row and column titles. And from there add virtual post it notes with our thoughts and ideas for each section. More meetings were scheduled to further refine the board and highlight and group duplicates.
- Once we had agreed that the board/affinity diagram was complete we created a [Priority map](#) (again via Miro vide meeting) where we had User Value and Effort on the X & Y axis and then moved the tickets into areas we as a group agreed upon.
- We then identified similar organisations and conducted [Qualitative research](#) against their websites and Apps to provide [benchmarking](#) and add our individual findings to a common document.
- Bringing my QA background to test and raise any issues in a clear and succinct way during the research and analysis phase
- Designing wireframes in Figma in conjunction with the team
- Designing low fidelity prototypes using Figma and explaining the reasons for my designs to the team.

## Renaissance Reinsurance, Dublin- QA

April 2020- Oct 2020

6 Month contract as a QA. Testing in-house developed systems for use in the global reinsurance market before enrolling with the UX Design Institute for Professional Diploma in UX Design in October.

## Verizon, Dublin- QA

May 2017- Nov 2019

I was initially recruited on a 6 month contract on a legacy product, however my contract was extended on 5 occasions and I ended up being there for two and a half years. I was moved onto a greenfield project where I worked in a cross functional team with UX designers, BA's and Dev's.

The opportunity was provided to gain a greater insight into other areas so I worked closely with the UX team where I :

- Sat in on group sessions when beginning the design process.
- Evaluated and tested low and medium fidelity prototypes
- Provided feedback and suggestions via [standup sessions](#) or informal meetings
- Raised issues and bugs via [Jira](#)
- Sat in on [Usability Test](#) sessions
- Provided feedback based on my own User Test sessions

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## **Paddy Power plc, Dublin- QA**

August 2010- August 2016

I worked for Paddy Power for 6 years in many different areas of the company. I was involved in working closely with UX people whilst a designated UX team was put together. I was extensively involved in Paddy Power Bingo site and App which went on to win awards. I was a QA and Team leader for an offsite team and responsible for multiple products.

I spoke to [UX managers](#) about transitioning into the UX team permanently and had signed up with the Dublin Institute of Design to make this a reality when the merger with Betfair was announced and 350 of us were laid off.

However prior to that I had gained experience by sitting in on multiple sessions with [stakeholders](#) gathering data and having designs presented to us and participating in discussions about what to change, what to keep and what to improve. I was also instrumental in identifying potential issues at the design stage before they made it into development. And then providing [demonstrations](#) of the product and its functionality to the various stakeholders as it was developed along the [MVP](#) model

## **EDUCATION**

### **UX Design Institute, Dun Laoighaire— *Professional Diploma in UX Design***

October 2020 - March 2021

- Competitive Benchmarking
- Note Taking from usability testing
- Creating surveys and collating responses
- Affinity Diagrams
- Customer Journey Maps
- User Flow diagrams
- Prototyping
- Wireframes

### **Dublin Institute of Design, Dublin— *Higher National Certificate in responsive UX/UI Design***

Nov 2016 - January 2017

- HTML
- CSS
- Principles of User Experience & User Interface Design
- Adobe Illustrator
- Adobe In Design
- jQuery

### **Dublin Institute of Design, Dublin— *Associate Certificate in Web Design***

Feb 2016 - July 2016

- HTML
- CSS
- jQuery
- Font & Colour appreciation

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## AWARDS

- Professional Diploma in UX Design
- Higher National Certificate in UI/UX Design
- Associate Certificate in Responsive UI/UX design
- OCA - Oracle Certified Associate
- Diploma in advanced web development.
- LIPF (Licentiateship of the Irish Photographic Federation)

## Hobbies & Interests

Photography

Hiking

Dog walking

Reading

Music

Travel

Cooking & Baking (My Raspberry, blueberry & white chocolate brownies are to die for)