

Ebony McCue-Shore

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Professional experience

Experience Designer

The Lumery

2021-
present

- Utilise research and human-centred design methodologies to reimagine services, customer journeys, and products.
- Conducting primary research, and collaborated with analytical teams to gather/interpret quantitative data. Leading to the identification of user needs, desires, and pain points for designing high-value opportunities across the customer experience.
- Co-facilitated workshops with clients to iterate on design research through co-design.
- Engaged with brands in diverse sectors such as employment and recruitment, accounting and business solutions, aviation and travel, energy, insurance, pharmaceuticals, retail, and media broadcasting.
- Research global leading practices and trends, distilling them into actionable recommendations.
- Conducted on-site experiments with design feature improvements to gather valuable insights, enabling iterative feedback on the design and facilitating continuous improvement.
- Work within agile project management frameworks to achieve set outcomes within expected timeframes, minimising project risks through an iterative design approach.
- Develop stakeholder management skills, effectively communicating with clients to ensure a collaborative decision-making process.

Coding teaching assistant

Code Camp

2018-
2021

- Guided and ensured the well-being of students while cultivating their coding skills.
- Strengthened the educational foundation by engaging in personalized one-on-one reviews of lessons taught by teachers.
- Demonstrated hands-on guidance in navigating learning materials and equipment, offering constructive feedback on their work.
- Actively motivated and tracked the individual progress of each student, fostering a supportive environment for their coding journey.

UX Designer student

The University of Sydney

2018-
2021

- Apply skills to solve real-world problems
- UX/UI design
- Prototyping
- Workshopping and co-design
- Product design
- Service blueprinting
- Usability studies
- Social design
- Customer journey mapping
- Design innovation

Senior Sandwich Artist

2018-

Subway

2021

- Took charge of opening and closing the store, overseeing crucial tasks such as till counting and inventory management.
- Facilitated the onboarding of new team members through comprehensive training initiatives.
- Successfully managed the overall operations of the store, showcasing effective delegation of tasks to ensure seamless workflow and optimal productivity.

Football referee

2011-

Football NSW

2018

- Demonstrated robust verbal communication skills as a referee, effectively conveying decisions and maintaining clear communication on the field.
- Exhibited strong leadership qualities, making decisive calls and guiding the game with authority.
- Proven ability to adeptly resolve conflicts, ensuring fair play and sportsmanship.

Education

Bachelors of Design computing -

The University of Sydney

2018 – 2021

Awards:

2020 Recipient of Industry award

2018 Best Product Design in Course

Westfields Sports Highscholl

2012-2017 Hsc Certificate

Skills

Hard Skills

- Product design
- UX/UI design
- CX design
- Prototyping
- Workshopping and Co-design
- Service blueprinting
- Usability studies
- Customer journey mapping

Tools and Software

- Figma
- Adobe creative suite
- Microsoft suite

Soft Skills

- Strong verbal communicator
- Collaboration
- Critical Thinking
- Time Management
- Thinking Outside the Box
- Problem solving
- Decision making

Acheivements

Academic

- 2020 Recipient of Industry Award: A certificate awarded for the best graduate project, judged by Atlassian
- 2018 Recipient of Best Product Design: A certificate Awarded to the best product design in the course of design Computing(1013) & 3D Modelling (1008)
- Recipient of Elite Athlete Scholarship 2018, 2019, 2020, 2021: A Scholarship that recognises Student Athletes who are striving for excellence in sport and academia.

Sporting

- 2017-Present: Currently on scholarship to play for one of the top ranked clubs for Women's football within NSW, playing in NPL1.
- 2012-2017: I was accepted into a selective school for excellence in Football

Certifications/Licenses

- Working with Childrens Check
- Responsible Service of Alcohol
- Full Licence