

# 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

November 2017 - Present

*Studio Support Specialist*

- 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.

### King PLC

June 2016 - November 2017

*Customer Care Agent*

- 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 21,000 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.

### Gripple Limited

August 2012 - December 2015

*Export Administrator*

- I worked as part of the Internal Sales team providing support and information to our customers on a day to day basis. I was solely responsible for the Agricultural EU division making sure that orders were processed in a timely manner and despatched with the relevant documentation. I provided the office support to the European Agricultural sales team keeping them up to date with any required information, and where required the worldwide sales team.
- I also worked closely with our Production and Despatch departments to make sure that we can meet deadlines and contact the customer with regular updates if necessary.

## 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

- Wireframing
- Personas
- Prototyping
- Storyboarding
- User Research
- Mac/PC Systems
- Sketch
- Microsoft Office
- Balsamiq
- Adobe Xd