






## ROLES


Lead User Researcher  
Lead Service Designer  
Lead Product Designer  
Lead UX Designer

## CONTACT

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## EDUCATION

**Degree**  
BA 3D Design - 2.1

**National Diploma**  
Graphic Design - Merit

**A-Levels**  
Art & Design - Grade B  
Business Studies - Grade C  
Physics - Grade C

**GCSEs**  
8 grades A-C

# Steve Zebrowski

## EXPERIENCE

**Founder/Director of We are stage one Ltd - Mar 17 – Now**  
Supplying Contract work and on-demand user research and design.

**DESNZ - UK ETS & CHPQA- Lead User Researcher - Jan 22 - Jun 25**

- Led the design team of 5
- Planning research, UX, and content activities
- Running workshops, usability testing session, and sharing findings to the team
- Managing all user feedback across the projects
- Working with members of the teams to advise on GDS and UCD
- Presenting ways of working and strategy for the whole project team

**Cabinet Office - Senior UX/UI Designer – Oct 23 – Apr 24**

- Designing the UX/UI using UCD and GDS principles for the Cabinet Office’s intranet
- Influencing the design idea to senior staff
- Working with developers so they have all the assets and design specs

**General Dynamics - Lead UX Designer - Mar 21 - Jan 22**

- Gathering requirements from BA and project manager
- Creating wireframes
- Producing interactive prototyping for presentations and for development teams
- Creating design patterns and documentations

**Cognizant - Lead UR/UX Designer - Oct 20 - Mar 21**

- Leading UX designs for government subsidies website
- Working with developers, User Researchers, Project Managers
- Running workshops
- Producing Axure interactive demos based on GDS for usability testing and presentations

**Capita - Lead UR/UX Designer - Jun 20 - Oct 20**

- End to end User Research & Design for a web portal for Gas Safe register using GDS principles.
- Producing audits of current website
- Interviewing users to discover pain points and areas of improvement
- Designing interactive prototypes for usability testing
- Managed the UI Designer and their tasks

**Capita - Workforce management software - Lead UX Designer - Nov 18 - Nov 19**

- Leading a team of Researchers & UI Designers of 3
- Running workshops, creating task mapping, Personas, Wireframes, Prototyping
- Presenting to stakeholders and end customer
- Influencing end customers and directors of how new people management software should work based on user feedback
- Working with different development teams globally

**Great State & Office For Students - Lead UR/UX Designer - Sep 18 - Nov 18**

- Working with Stakeholders and users to assess needs
- Managing other UX designers and strategic planning of the UX requirements on the project
- Producing interactive demos in Axure
- Running usability testing sessions and feeding back the findings to stakeholders

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## EXPERIENCE continued

**HMRC Digital - Interaction Designer - Apr 18 - Jul 18**  
Interpreting user feedback into a usable journey and building the prototype for retesting and sign off

**SRA - Redesign of Solicitors Regulation Authority systems- Head of UR/UX - Aug 17 - Feb 18**

- Leading E2E UX for a large project to change all internal systems and to combine data with internal & external portals.
- Ran workshops, Contextual Enquiries, and user testing sessions
- Produced task maps
- Ran card sorting workshops with stakeholders
- Produced interactive Axure demos to present to multiple teams
- Trained a team of BAs and a Content Designer how to use Axure
- Worked with GDS controls and adapted UI
- Presented findings and designs to teams around the business

**Havas Helia - Senior UX Designer - Mar 17 - Jun 17**  
Designed user flows and task maps for Pets at Home’s digital platforms, enhancing customer navigation and engagement for their e-commerce website. Collaborated with stakeholders to align UX designs with retail customer needs, improving user satisfaction.

**Chorus - Lead/Head UX Consultant - 08/08/16 – 01/11/16**  
The role involves managing a team of UI Designers and front-end Developers, conducting user interviews, making design changes, producing interactive design solutions for developers, and setting up UX services for the company. Here’s one of the project I worked on call Bud - A training providers platform

**Honeywell - Senior Experience Designer - 14/09/15– 30/06/16**  
Leading all UR & UX of a product from pre-design to launch, gathering requirements, working with all levels of people, planning for new projects, managing UR & UX throughout projects, and leading research, concepts, prototypes, and user testing. Example project - Home alarm app.

**Intergraph - Lead UX Architect - 16/07/12 – 31/05/15**  
Leading the design for all Information Management products, researching, and analysing project requirements, creating wireframes, coordinating with multi-regional development centres on design issues, and conducting usability testing to advise product owners on priority issues. Example project - Fusion.

**Nationwide Building Society - Senior Designer - 11/02/08 – 13/07/12**  
Collaborating with clients to design online services, creating engaging website interfaces and tools, leading meetings with stakeholders to agree on designs and timelines, and conducting competitor analysis. Participating in usability testing, managing web page development for both Intranet and Internet, producing project schedules for designers and developers, and training them to use design software.

## SKILLS

**User Research:** Research Planning, Strategy, and Design, Qualitative & Quantitative Research, Usability Testing, User Observation and Empathy, Heuristic Evaluation, User Interviews, Card Sorting, Presentations, Evaluation Journey, Competitor Analysis, Personas, Task analysis, User Journey Mapping, Benchmark Testing, Surveys, Audits,

**UX Design:** UX/Service design strategy/planning, Wireframing, Prototyping, UCD, GDS, Information Architecture, Task design, Workflows,

**Tools:** Figma, Axure, Jira, Confluence, Adobe, Sketch & Lunacy, Balsamiq, Visio, Lucidchart, Proto.io, Xara, Microsoft Office, Google tools, Familiar with all top browser technologies

**Methodologies:** Design Thinking, Agile, Lean UX, Waterfall

**Standards:** Government Digital Service (GDS), Web Content Accessibility Guidelines (WCAG), User Centred Design (UCD)

**Collaboration:** Cross-functional team leadership, Stakeholder engagement