

Hammed S

UI/UX Designer

Tier 1 Visa (No Sponsorship Required)

United Kingdom | 7517609635 | hammedthedesigner@gmail.com | [Portfolio](#)

Summary: Product Designer with years of experience designing scalable digital products and design systems.

AREAS OF EXPERTISE

- UX Design | UI Design
- AI / Cursor/Claude AI
- User Research / Usability
- Miro/Jira/Linear
- Figma/Adobe /Protopie
- Prototyping/Wireframe
- Collaboration
- Agile Squad
- Design System

PROFESSIONAL EXPERIENCE

Freelance | United Kingdom

UI/UX Designer

Nov 2023 – Present

- Participated in discovery workshops, design spikes and concept exploration
- Contributed to Agile ceremonies including planning sessions, stand-ups and retrospectives
- Used customer research, analytics and usability testing to validate design decisions
- Collaborated with Engineering and QA teams to ensure designs are delivered accurately
- Created user journeys, wireframes, prototypes and production-ready UI designs
- Planned, organised and executed usability tests to inform design decisions; created user persona, customer mapping to communicate my research findings.

Lendable | United Kingdom

Customer Support Specialist

Oct 2025 - Oct 2025

- Managed inbound and outbound customer communications to negotiate repayment arrangements, resolve account arrears, and support customers experiencing financial difficulties.
- Investigated overdue accounts, assessed customers' financial circumstances, and recommended appropriate recovery solutions to minimise losses

Firstsource | United Kingdom |

Customer Support Specialist

April 2024 – Sept 2025

- Delivered empathetic, solution-focused support to customers affected by fraud, building trust during high-stress interactions.
- Handled multi-channel inquiries (phone, email, chat), ensuring timely resolution and clear communication.
- Conducted investigations and liaised with internal fraud teams to coordinate swift outcomes and identify trends.

Dash Finance | Remote

Product Designer

Feb 2022 – Oct 2023

- Translated business requirements and user needs into wireframes, mock-ups, and basic prototypes.
- Contributed to workshops, work-in-progress sessions and cross-functional projects which drive continuous improvement and foster collaboration.
- Planned and conducted customer research and usability testing.
- Contributed, updated and maintained design assets, component libraries, and documentation.
- Worked alongside product managers, engineers, and designers to understand project requirements.
- Used user research, analytics and experimentation to inform design decisions

- Handed off design by preparing basic specifications and assets for development teams.

EDUCATION

Diploma | *User Experience Design* | UX Design Institute (Glasgow Caledonian University)

Other Skills + Tools

Accessibility (WCAG) | Protopie | Rive | Trello Claude AI | Jira | Notion

Figma (Variables, Auto Layout, Design Libraries, Component Systems)

Design process: Usability testing, Agile methodology, User research, UI design

Adobe tools: Photoshop, Illustrator.