NEIL ESTANDARTE

CUSTOMER-CENTRIC DESIGNER

INFO

Phone
04343 74921

Email
hi@whyneil.com

Website
https://whyneil.com

SOCIAL

Twitter
www.twitter.com/neilbo21

Linkedin
https://miny.app/neil-linkedin

GitHub
https://github.com/neilbo

Medium
https://medium.com/@neilbo21

SIDE PROJECTS

Forma11y
https://bit.ly/39bTj9w

6MWD App
https://6mwd.app

What's up Kid?
https://bit.ly/3l67KOI

Straddie App
https://straddieapp.com

Pairing Matrix
https://pairingmatrix.com

RELEVANT EXPERIENCE

Flight Centre
2021-present

Senior UX Designer
UX Research, Journey Mapping, Product Analytics and Prototyping for internal Travel Agent Digital Products.

InnoWell
2020-2021

Senior Product Designer
Setup Customer Feedback strategy; Journey Mapping and Information Archeticture. Wireframing of web app for customers to manage mental wellness.

QikKids
2019-2020

Senior Product Designer
Led UX research and Visual Design of My Family Lounge App for parents to manage and communicate with Daycare Centres and OSHC. Facilitate Customer Forums; Co-design; Journey Mapping and Service Blue Printing with customers.

HealthHack
2020

Mentor | UX Engineer
Mentor teams. Design and Code Medical accessibile forms for Visually impaired. Awarded 3rd place and Spirit of HealthHack Award. https://bit.ly/39bTj9w

Cardihab
2018-2019

Lead UX Engineer
Design and develop app (SmartCR) for patients to self-monitor health and habits after a cardiac event (ie Heart attack, Bypass Surgery). Combine UX/UI skills in addition to background as a cardiac nurse to design Clinician portal.

LGIAsuper
2016-2018

Senior UX Specialist
Designed Member Online and Admin Portal. Spearheaded Customer Journey Mapping workshops to create opportunities for company road map. Designed "Find my super" feature that consolidated superannuation funds that increased revenue via acquistion and retention.

ABC
ThoughtWorks
2014-2016

Senior UX and UI Consultant
Developed and led UX workshops for ABC Electorate real-time map for Australia's Election 2016. Collaborated with developers and business stakeholders (including Antony Green) to produce an interactive experience.

Genie Solutions
ThoughtWorks
2014-2016

Senior UX and UI Consultant
Designed and developed UI for Medical practice SaaS product (Gentu). Led the UX workshops and used my knowledge in Healthcare to assist in design.

UX

UX Research

Workshop Facilitation

Journey Mapping

UI

UI Design

Figma, Sketch, Adobe XD, InVision

HTML, CSS, Javascript