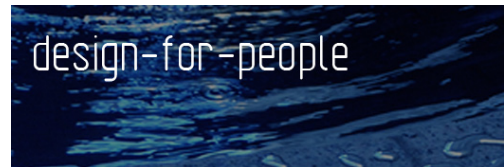


Sam Tilston



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Personal Statement

I am a user experience research consultant, with a passion towards human-centred design and I am particularly interested in how qualitative and quantitative research can help develop better products, services and experiences for people. I can offer creativity, a people-centred approach, empathy, and strong field research skills. I am looking for a junior position within a leading user experience consultancy.

Education and Qualifications

2008 – 2009	MSc Design Ethnography <i>Duncan of Jordanstone, University of Dundee</i>
2004 – 2008	BSc (Hons) (Upper Second) Interactive Media Design <i>Duncan of Jordanstone, University of Dundee</i>

Work Experience

June 2010 - Present	Customer Experience Research Consultant at One to One Insight
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Working on a variety of projects for blue chip clients from the UK, Europe, and the USA encompassing multiple industries including finance, retail, media, publishing, travel, entertainment and gaming.

Within this role I have become more familiar with a wide range of user experience research methods, including:

- Usability testing
- Depth Interviews
- Expert Heuristic Reviews
- Ethnographic studies
- Eye-tracking
- Focus groups

Feb 2010 – May 2010

Communications Assistant at Scottish Hockey

Working in a part-time role, where my duties involved updating the website, drafting press releases, writing web articles, resolving media enquiries, and developing and designing marketing materials.

University Experience

2004 – 2009

Whilst at University I completed a variety of projects, which predominantly focussed on human-centred design approaches. These projects created the basis for my knowledge of design and ethnographic research methods, HCI techniques, and interaction design skills. Further information on these projects can be found on my website:

<http://www.design-for-people.co.uk/projects>

Key Skills

Research ::

Ability to plan and conduct qualitative and quantitative research studies, and carry out analysis and synthesis of the data produced.

Communication ::

Capable of conveying research insights to a variety of stakeholders through good oral and visual presentation skills.

Teamwork ::

Experience working within a wide range of multidisciplinary teams, which has given me an appreciation of the importance of playing to people's strengths and understanding others' motivations.

Design ::

Knowledge of design methods and processes, and sketching and prototyping techniques.

Technical ::

Experienced in Morae, Tobii Studio, Adobe Photoshop, InDesign and Illustrator. Have basic understanding of html, Dreamweaver and Flash, and capable with the Microsoft Office suite. Knowledge of photography and video production.

Past Experience

- 2004 – 2009 I held various casual jobs in the hospitality and retail industries to support my studies. In these jobs I was able to build on my teamwork, communication and organisational skills through various positions and responsibilities.
- 1997 – 2003 Grove Academy (Deputy Head Boy, 2002-2003)

Activities and Interests

I have a keen interest in sport, and I played for local cricket and hockey teams in Dundee for a number of years, competing at national levels. Since moving to London I have continued to play hockey for Purley Walcountians. Over my last 3 years at University I was highly involved in the Dundee University Men's hockey club, where I was the 1st XI Captain (2006 – 2007) and Club Secretary (2008 – 2009), and I also received a 'Colour' at the 2006 Sports Union Blues and Colours Awards.

Referees

I am happy to supply these on request.