

STEPH DUNN

LEAD PRODUCT DESIGNER

PROFILE

A seasoned multidisciplinary Design Lead with a track record of delivering user-centric and sustainable solutions across various industries. Equipped with over eight years of professional design experience, I have honed my skills in UX and Product Design to consistently translate user insights into engaging experiences. With a keen eye for detail and a passion for collaboration, I thrive on crafting meaningful interactions and fostering engaged and enthusiastic teams.

CONTACT

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📍 | San Francisco

EDUCATION

HUMAN COMPUTER INTERACTION MSC

University of St Andrews

COGNITIVE SCIENCE BSC

University of California Los Angeles (UCLA)

SKILLS

UX Design	Design Leadership
Product Design	Design Delivery
Design Research	Project Management
Service Design	Collaboration
System Design	Workshops

INTERESTS

Design & Talent Mentorship
Spanish (Conversational level)
Public Speaking
Diversity & Inclusion
Empathetic Leadership

EXPERIENCE

Nov 2022 - Present

INTERACTION DESIGN ASSOCIATE MANAGER

Accenture, San Francisco

Leading teams to deliver experiences at scale, such as the Acura EV App for Honda, which launched after a 2-year engagement. Revamping products and processes for industry-leading clients across various industries, creating high-value solutions.

- Managing programs to orchestrate efforts across design, research & delivery
- Coordinating the collaboration of cross-functional client teams, Accenture teams, and executive stakeholders
- Implementing customer-centric methodologies and toolkits for GenAI experiences

Jan 2017 - Nov 2022

SENIOR SERVICE & INTERACTION DESIGNER

FJORD, London, UK

Produced best-in-class design & services for many industries including government, retail, travel, insurance, and more. Accelerated design teams and processes, crafting tailored solutions for clients' tough challenges.

- Orchestrated agile design teams in defining and delivering design vision
- Facilitated collaborative workshops to co-create concepts, service blueprints, and customer journey maps
- Implemented qualitative and quantitative research methodologies to gain deep insights into end-user needs

May 2016 - Sept 2016

UX DESIGNER & RESEARCHER (CONSULTING)

Ginger.io, San Francisco (remote)

Investigated usability concerns within therapist workflows and tools, balancing user-centered design principles with organizational objectives. Produced solutions that enhanced user experience and informed future iterations.

- Initiated embedded research and iterative prototyping
- Constructed and validated solutions through usability testing
- Collaborated with clients to implement findings and improve usability