Alastair Mitchell

07941 653 393 📞
alastair264@gmail.com ✉
Edinburgh / remote 📍
digitallyally.design 🌐

SUMMARY

I'm a versatile T-shaped person with a background in service design, service design and user experience design.

My passion is empowering people with quality services which focus on user needs and their ever increasing expectations. I am excited by creating innovative, simple solutions to complex problems.

I am a big-picture thinker. I can visualise and bring to life complex, concepts and take these ideas through the design process; from wireframing, to prototyping, to working closely with developers to bring it into production.

Exploring new ways of working and new tools and design techniques keeps me motivated and excited alongside keeping up to date with the wider industry direction and societal impact.

EXPERIENCE

Infinity Works   Edinburgh

Senior Design Consultant
June 2021 - present

- Nurturing team culture by enabling and empowering growth of the Scotland Design and Research team.
- Organising and running regular knowledge sharing sessions with team in order to grow skills and share insight about the wider design practice.
- Bridging the knowledge gap in design and technology through 'value of design' case studies.
- Continued development of my skills in design, technology and consultancy and applying these to solve hard problems for clients.

Design Consultant
November 2021 - May 2022
7 mos

- Understanding and identifying user and business problems and questioning assumptions and bringing an outside-in mentality to clients.
- Prototyping concepts and interactions, and working with developers to implement solutions.
- Planning and undertaking user research sessions to support product design and advocating for the user.

Digital Planning   The Scottish Government

Lead Interaction Designer
December 2020 - November 2021
11 mos

- Initiated work on the alpha phase of new services and forming a roadmap.
- Developed supplementary digital data insights published alongside National Planning Framework 4 draft consultation.

User Experience Designer
August 2018 - December 2020
2 years 5 months

- Created a holistic suite of inter-connected set of high fidelity prototypes to demonstrate how a digitised planning service could address challenges and opportunities identified during discovery. All following GDS / Scot Gov Design Systems.
- Presented designs and concepts at large scale stakeholder events, board meetings, and small scale ministerial briefings.
- Published blogs and web articles as part of the wider communications strategy promoting design.

EXPERIENCE
(Continued)

eDevelopment.scot The Scottish Government

Operations Officer
September 2016 - August 2018
2 years

Analysing, identifying, and designing improvements to the eDevelopment.scot service.

Working with developers to implement improvements and bug fixes.

Running the day to day operating of the eDevelopment service.

Managing stakeholder relationships.

Understanding the impacts of legislative changes and designing and implementing required updates.

Project Support Officer
August 2015 - September 2016
1 year 1 month

Project support for the award winning launch of the new ePlanning, eDevelopment and eBuildingStandards services.

PRINCE2 project management support.

Managing RAID log.

Digital Directorate The Scottish Government

Business Support Officer
March 2015 - July 2015
5 months

Managing the day to day running of the office of Digital Director at The Scottish Government.

The Pension Service Department for Work and Pensions

Customer Service Advisor
January 2013 - March 2015
2 years 3 months

Providing telephony based customer service for state pension and benefit customers.

Received regular appraisal awards for my customer service.

EDUCATION

Dundee and Angus College

Computer Games Development
2011 - 2012

Developed skills in graphics design, interface design, coding (C++, HTML/CSS) and creating experience driven content.

SKILLS

Design		Tools	Soft skills
Prototyping	Agile	Figma	Problem solving
Wireframing	Design systems	HTML/CSS	Curiousity
Journey mapping	Data visualisation	Adobe Creative Suite	Public speaking
Interface design	Photo/video editing	Lookback	Storytelling
Service design	Content management	Mural/Miro	Facilitation
Graphic design	Content design	Jira	Flexibility