



JESSICA DENHEYER

Customer Experience Design & Consultancy

Customer-centric designer providing customer experience design and consultancy to companies across the globe. Services include improving user engagement, increasing customer value, simplifying customer journeys, redesigning user interfaces, boosting business revenue, and mitigating any risk.

EXPERIENCE

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|--------------------|---|
| 2021 - Now | CX Design & Consultancy, PLAN D <i>(Contract)</i> Berlin, Germany CX Design & Consultancy, MassiveMedia <i>(Contract)</i> Cayman Islands CX Design & Consultancy, Sirelo <i>(Contract)</i> Utrecht, Netherlands |
| 2021 | UX & UI Designer, priceloop.ai Berlin, Germany |
| 2017 - 2020 | UX Designer, Exozet <i>(Contract)</i> Berlin, Germany |
| 2017 | Art Director, NERD Berlin, Germany |
| 2016 | Art Director, Exozet Berlin, Germany |
| 2015 | Designer, VCCP London, UK |
| 2013 - 2015 | Creative Lead, Scoota London, UK |
| 2010 - 2013 | Designer, rockabox London, UK |
| 2007 - 2009 | Designer, Various clients <i>(Contract)</i> London, UK |
| 2006 - 2007 | Designer, Fifth Dimension London, UK |

RECENT PROJECTS

AI supported distribution tool

In close cooperation with the employees, we developed an intuitive user interface that integrates the 360-degree customer view into everyday sales.

<https://www.plan-d.com/cases/360-grad-kundensicht>

Customer conversion form

Working with user data to redesign the entire flow of the previous form, thus increasing customer conversion and business revenue.

<https://sirelo.co.uk/quote-form/>

Banking website

Creation of the new sitemap, information architecture, navigational structure, and user interface for the website of three banks merging in to one.

<https://clowder9.com/project/waystone>

EDUCATION

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|--------------------|---|
| 2020 | Basic CSS Berlin, Germany SEO and Website Performance Training Berlin, Germany |
| 2019 | BTEC National Diploma, Interior Design Berlin, Germany |
| 2009 | NVQ & Apprenticeship in Customer Service London, UK |
| 2004 - 2006 | Animation & Illustration University of Westminster, London, UK |
| 2002 - 2004 | BTEC National Diploma, Multimedia Liverpool Community Arts College, Liverpool, UK |
| 2001 | AS2 & AS3 Cheshire, UK |

Have an exciting project in mind, or need support with an existing one? Get in touch.

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