

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

- 2021 - Now** CX Design & Consultancy, PLAN D (Contract) [Berlin, Germany](#)
CX Design & Consultancy, , MassiveMedia (Contract) [Cayman Islands](#)
CX Design & Consultancy, Sirelo (Contract) [Utrecht, Netherlands](#)
- 2021** UX & UI Designer, priceloop.ai [Berlin, Germany](#)
- 2017 - 2020** UX Designer, Exozet (Contract) [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 (Contract) [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

- 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](#)

NEED SUPPORT WITH YOUR NEXT PROJECT?

References available on request · hello@clowder9.com · www.clowder9.com