

# Craig Tallentire

Customer-Focused **U**ser **E**xperience Professional



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www.bernicia.eu

## Summary

User Experience specialist with several years of experience leading user research within a large and complex organisation.

Keen proponent of Design Thinking, and a holistic, research-based approach to UX.

## Work

### 2014-Current **Nestlé** **Vevey, Switzerland** **User Experience Designer**

- Responsible for the user experience of global HR at Nestlé.
- Sole UX expert on a variety of projects such as Hire to Retire (H2R) global HR transformation, redesign of training and learning portal homepage, etc...
- Worked with external UX experts on HR Solutions Review project.
- Promoted user-centric and design thinking methodologies across Nestlé HR; customer experience recognised as a central priority for H2R.
- Worked to develop new UX/Customer Experience methodologies.
- Trained colleagues in usability testing methodologies.
- Organised and ran global usability testing projects.
- Involved in organisation and running of Design Thinking workshops.
- Presented work to key internal and external stakeholders.

### 2014 **Akebono Brake Industry** **Hanyu, Japan** **Information Systems Intern**

- Paid internship at the HQ of a mid-sized Japanese manufacturing company.

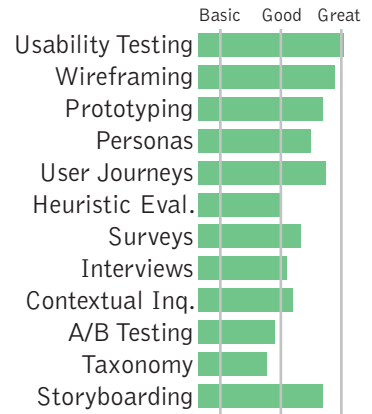
### 2011-13 **JET Programme** **Kofu, Japan** **Assistant Language Teacher**

- Participant on Japanese government cultural exchange programme.

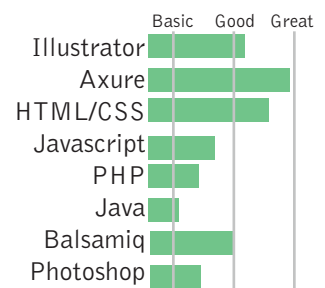
### 2011 **2011 UK Census** **Co.Durham, UK** **Census Collector**

- Working door to door to follow up on unreturned census forms.

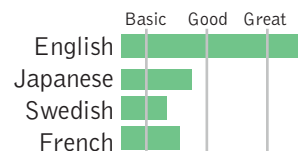
## Skills



## Tools



## Languages



## Education

### 2008-11 **Uppsala University** **Master in Human-Computer Interaction**

- Thesis project studying the use of collaboration software at CSC.
- Practical usability testing projects for Afton Bladet and International IDEA.

### 2005-08 **Newcastle University** **BSC (Hons) Information Systems**

- Included Erasmus exchange semester at the Hogeschool van Amsterdam.