



ARNHAM MARKAC

UX DESIGNER

EXPERIENCE

Dec 2021 - Present

Service NSW

Principal UX Designer / Senior UX Designer

During my time at Service NSW I worked on a variety of products across digital services. After 10 months in the app team I started in the innovation portfolio 'Digital Identity and Verifiable Credentials' as a Principal Designer.

I managed two separate teams of designers within cross functional delivery teams, as well as helping to define strategy, in collaboration with other departments across state and federal government.

Achievements:

Lead the design team which launched the first digital birth certificate, first aid certificate, and NSW Digital ID to the SNSW App.

Launched the first successful pilot of a government issued verifiable credential in Australia, with successful sharing.

Design representative of the Aboriginal Advisory Group within SNSW.

Dec 2021 - Present

AKQA

Senior UX Designer

As a consultant for AKQA, I worked on a variety of projects for the company including; an information architecture redesign for Origin Energy's Commercial and Industrial offerings, a redesign of BMW Australia's website, among other projects. Here I worked in a cross functional agile team to advocate for the user and create unique and engaging experiences that delivered business value.

April 2020 - Nov 2021

Vision Australia

Senior UX Designer

My role at Vision Australia was a mixture of Visual Design, User Experience Design and Service Design within a small team in the technology services department. We worked on numerous projects from learning management systems to updates within the website, as well as helping departments in marketing create targeting campaigns. Human centred design practices and methodology helped inspire us to create experiences that are accessible, inclusive and constantly validated within the Vision Australia community.

PROFILE

Hello, my name is Arnham and over the last 11 years I have worked in a variety of industries as a User Experience Designer and a User Interface Designer.

I began my career working for a small start up, which lead me into government and NGO work, as well as some time in corporate. I am currently working for Service NSW as a Principal Product Designer.

CONTACT

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SKILLS

Quantitative Reserach



Qualitative Research



Empathy



Design & Lateral Thinking



Facilitation & Stakeholder Management



Interaction Design



UX Leadership



UX Strategy & Planning



UX Writing



Information Architecture



Communication & Presenting



User Testing & Wire Framing



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Oct 2019 -
April 2020

Cengage Australia

UX Designer

My role at Cengage saw me work across multiple projects as the company built out their new education platforms for both teachers and students. I was in charge of my own discovery and research for each product as well as testing, liaising with the development teams all around the world and implementing design systems and pattern libraries with a big focus on accessibility.

July 2017 -
Oct 2019

Telstra

VD Specialist & UX Designer

My time at Telstra was split between a variety of specialist projects including self learning portals for consumers, an accessibility styleguide and a directory for experts recommended by the business. All these projects began from a discovery phase and were taken through customer testing, all the way to deployment.

June 2016 -
May 2017

Code for Australia Fellowship

UX Designer

My Fellowship at CfA was undertaken at the Department of Environment, Water, Land and Planning as part of the Communications department. In a team of 3 we were placed into the department to find and ideate prototypes to better serve the community and make services more user friendly. We built a wildlife emergency tool, planned burns map and infographic explaining what DELWP do.

EDUCATION

2011 -
2014

Swinburne University

Digital Media Design

2020

Vision Australia

Introduction to Digital Accessibility

2024

Management Training - Internal NSW course

Management & Strategy Training

2022

Turi McKinley

Learning Design Thinking: Lead Change in Your Organization

2022

Agile Training - Internal NSW course

Upskilling in Agile and Atlassian Suite