

ADAM JENKINS

Senior UX Designer

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Summary

I'm a UK-based UX designer with over thirteen years in the industry, working end-to-end from discovery through to implementation-ready design. Across a range of sectors and teams of every size and temperament, the thing that's stuck with me is that aligning people is usually harder, and more valuable than just aligning pixels.

The rest of my energy goes into the work that outlasts a single project, keeping on top of the constantly growing design systems, and mentoring designers earlier in their careers.

Skills

Accessibility Standards (WCAG 2.2 AA), Agile, AI Fluency, Communication, Critical Design Thinking, Design Systems, Journey Mapping, Mentoring, Product Strategy, Product Management, Prototyping, Scrum, Stakeholder Alignment, Storytelling, Usability Testing, User Research, User Interviews, Visual Design, Wireframing, Workshops.

Design Tools

Adobe CC, Azure DevOps, Figma, FigJam, Chat GPT, Claude, Hotjar, Jira, Maze, Miro, Sketch, Storybook, User Interviews, Userpilot, UserTesting.

Experience

MHR: Senior UX Designer

Mar 2022 - Present

HR and payroll software used by mid-to-large UK organisations. My role is focused on People First, the company's cloud HR and payroll platform.

- Line-managed and mentored a team of junior and mid-weight designers, running fortnightly one-to-ones, setting development plans and balancing workload across the team.
- Ran UX recruitment end to end alongside the hiring manager, this included CV screening, screener interviews and portfolio reviews, growing the team by 40%.
- Owned accessibility for the product against WCAG 2.2 AA, extending the standard to third-party integrations so compliance was held across the whole experience.
- Ran usability testing on low and mid-fidelity prototypes and conducted customer interviews, feeding findings directly into the next design iteration.
- Embedded in an agile scrum team, working daily with engineering and managing the UI developers supporting the UX team.
- Maintained the Figma design system used across the UX team, linked to Storybook so design and code stayed up to date.
- Produced site maps, user flows, wireframes, prototypes and design specs to a standard engineers could build from without rework.
- Partnered with product management from problem definition onwards, shaping briefs and challenging assumptions before solutions were scoped.
- Defined success measures for design work alongside product, tracking adoption and task completion after release.

Experience

Linney: UX Designer

Nov 2019 - Mar 2022

Multichannel marketing services agency. Client work across retail, financial services and public sector, including McDonald's, Boots, Experian, Royal Mail and E.ON.

- Led UX audits that supported pitch work and new business proposals.
- Designed an AR sales application letting customers view products in situ across markets and device types, critical to sales continuity when in-person demonstrations stopped during the pandemic.
- Designed an interactive sales tool that replaced the client's existing sales process, rolled out to sales teams across EMEA.
- Ran design and marketing workshops with cross-functional teams and client stakeholders.
- Partnered with the UX researcher on workshops and user studies, contributing to study design and synthesis.

Fifteen Design: Senior Graphic/UX Designer

Jan 2018 - Nov 2019

Creative agency working across digital and print. Split between brand and print design and digital product work.

- Facilitated design and marketing workshops, bringing client stakeholders and internal teams together to define direction.
- Defined a UX methodology adopted across digital projects, giving the team a consistent approach to discovery and delivery.
- Contributed to pitches and proposals supporting new business wins.

Williams Commerce: UX/Web Designer

Nov 2013 - Jan 2018

Ecommerce agency. Client work across retail, telecoms and consumer brands, including Pizza Express, BT, Science in Sport and British Fashion Council.

- Managed multiple concurrent projects, leading teams of designers and developers from kickoff through to go-live, and owning the client relationship throughout.
- Designed the CMS for a new B2B commerce platform, balancing content-editor workflows against the flexibility the platform needed.

Education

BA (Hons)
Graphic Design
University of Lincoln
2010-2013

BTEC National Diploma
Graphic Design
Leicester College
2007-2009