

CATHERINE TRAMONTAN

DESIGNER

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WORK EXPERIENCE

Product Designer (inc Senior Product Designer secondment)

Citizens Advice / 2021 - Present

Embedding a user centred approach to improve both internal and external facing digital products. As part of this role I am required to lead and support during the whole product lifecycle from facilitation ideation sessions, developing journey maps, running user research focus groups and developing prototype to confirm the research has been understood and embedded correctly. During my secondment I developed a design system of reusable UI components, ensuring accessibility was a priority. Supporting colleagues and mentoring junior colleagues in best design practices is a key part of this role.

Digital Project Manager

The Children's Society / 2019 - 2021

In this role I led multi-disciplinary teams, drawing on my design, workshop facilitation, prototyping, and agile project management expertise. This resulted in the successful delivery of impactful digital products – an eLearning platform, a youth well-being app (MVP), and a crisis assistance portal – all addressing the critical needs of both internal and external stakeholders. During this time I led a key workstream as part of our digital transformation strategy.

Lead Digital Officer and Specialist Family Support Worker

Barnardos / 2016 - 2019

In this role, I transitioned into user-centred design, leveraging my deep understanding of FGM with newfound skills in product development and agile methodologies. As a hybrid project manager and product designer, I drove the creation of impactful products built from co-design workshops and research, including the award-winning FGM Assessment Tool. This experience solidified my passion for using digital solutions and consistent design to support vulnerable communities. I continued to work as a specialist support worker during this time, working directly within social care to support families and train frontline workers. Working directly with communities gave me the opportunity to pull their voices and feedback into the products we focussed on.

SKILLS

- Prototyping
- Figma, XD
- Facilitation
- Training
- Wireframing
- User Journey Mapping
- User Testing
- Agile Methodologies
- Accessible Design (WCAG)
- Project Management

COURSE

AGILE Project Management

APMG Foundation & Practitioner

2020

Service Design and Innovation

University Arts London

2018

UI/UX

City Lit Beginner and Advanced

2018

EDUCATION

Bristol Univeristy

Childhood Studies BSc (2:1)
2010-2013

Long Road Sixth Form

A Levels (A*, A, B)
2008-2010