

Shane Anderson

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UX designer transitioning into systems and
process analysis

Experience

UX Designer Edinburgh Napier
Edinburgh, UK

June 2025 - July 2025

- Mapped and optimised student onboarding and course booking journeys, identifying friction points and delivering actionable improvements to digital service workflows.
- Conducted competitor analysis and UX audits to benchmark best practices and identify service improvement opportunities.
- Analysed internship discovery and onboarding processes, using process mapping to identify inefficiencies and improve service structure

Business Owner Bubbles Valeting Ayrshire
Ayrshire, UK

May 2019 - Present

- Managed end-to-end service delivery, including scheduling, customer communication, and operational workflow optimisation.

Education

MSc. Service Systems Design
Aalborg University Copenhagen,
Copenhagen, DK

September 2025 - June 2027

BSc. UX Design 88% Distinction
Edinburgh Napier University,
Edinburgh, UK

September 2023 - May 2025

Skills + Tools

Process Mapping ▪ Information Architecture ▪ Service
Blueprinting ▪ Stakeholder Analysis ▪ Journey
Mapping

Figma ▪ Miro ▪ Dovetail ▪ Adobe Creative Suite ▪
Fibres ▪ Google Workspace

Certifications

University Award Best Academic Performance

IBM Design Thinking Practitioner

Complete CV available upon request