

Lexi Mossop


INNOVATION & EXPERIENCE DESIGN CONSULTANT | STRATEGIC DESIGNER


PERSONAL PROFILE


- Adaptable and customer-centric business consultant at a highly reputable global professional services firm.
- Course winner of the 2021 RMIT Adobe UX Awards.
- Self-motivated learner who specialises in designing for inclusivity and accessibility.

CONTACT

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EDUCATION

Bachelor of Design (Digital Media)

RMIT University

2019 - 2022

SKILLS

Customer Experience Uplift
Process Design
Behavioural Change & Insights
Workshop Facilitation
Operations Consulting
Stakeholder Mapping & Analysis
Client Management & Collaboration
Adobe Illustrator/Photoshop
Adobe XD/Figma/InVision/Sketch
Squarespace/Wix/WordPress

EXPERIENCE

EY, Business Transformation Consultant

NOV 2021 - PRESENT

- Starting as an intern (vacationer) consultant at the firm, progressing through EY's highly esteemed graduate program before a 2023 progression to consultant.
- Utilising the power of design thinking and customer-centricity to work with clients as they rapidly adapt to a changing landscape.
- A dynamic, agile delivery approach allows clients to harness the prospect of innovation and the importance of placing humans at the centre of a business' purpose, strategy and customer experience to respond to and embrace change.
- Key roles include implementing scalable operational services and processes in the transport and infrastructure sector; leveraging behavioural insights to action iterative behaviour change in various service design capacities; communicating with C-Suite level executives to execute communications strategy and conduct stakeholder analysis.

UX Rescue, WIX Expert and UX Research Assistant

AUG 2021 - JUL 2022

- Working with a global team of UX researchers and designers to improve the website experience for their core users, non-government organisations (NGO).
- Key roles include implementing design specifications to their WIX website to reflect their rebrand; assisting with user interviews; additional research to help determine target market desires.

RMIT Activator, LaunchHUB Pre-Accelerator Program Member

MAY 2021 - JUL 2021

- A highly selective program where eight startups developed minimum viable products, showcased business acumen and growth over twelve weeks, culminating in a pitch showcase to an audience of over 200.
- Acceptance into the program was with an app prospect 'Sweeping Success' - a marketplace where children can complete chores, earn points and swap their unwanted toys and clothes with other children, creating a more sustainable future.

Wanngi, UX/UI Designer

JUL 2020 - NOV 2020

- Starting as an intern digital designer at the Wanngi health tracking app, progressing to their resident UX/UI designer and digital marketing assistant.
- Key roles include creating screen designs and prototyping interfaces; maintenance of their WordPress website; maintenance of the company's brand to facilitate customer engagement and onboarding.