

# Jacob Brown

Product Designer (since 2016)

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2025 – PRESENT

## Product Designer at BigChange

Leeds / Remote

Shaping field-service software used by mobile workforces across the UK and Europe — designing across native and web to improve how engineers, schedulers and back-office teams move through their day.

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2022 – 2025

## Senior UX Designer at River Island

London / Remote

Designed online e-commerce experiences — a new cart/native checkout flow on iOS and Android to lift conversion, a seamless discount redemption experience to cut contact-centre requests, and a redesigned wishlist.

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2021 – 2022

## UX Designer at Cera Care

London / Remote

Designed a mobile app carers used on the go to better monitor the health of elderly patients, plus an internal tool to help care managers understand their network.

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2020 – 2021

## UX Designer at NHS SBS

Leeds / Remote

Designed the mobile payslip app for NHS employees and an equipment ordering app so nurses and doctors could order on the job instead of logging onto slow computers.

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2019 – 2020

## Product Designer at The Floww

Sheffield

Lead designer on a sprint team for mobile telematics apps, shipping designs for car-insurance partners. Helped kick off a Sketch design system for quicker prototyping and per-client branding.

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2016 – 2019

## UX Designer at Stockport Council

Stockport

Where I learnt my craft. Used GDS principles to build pages that were easy to read and simple to navigate so people could self-serve. Started as a Content Designer and moved to UX a year in.