

FICTIONAL APPLICANT · SERVICE DESIGNER

I make complex services easier to use.

Service design, research and delivery · jamie@example.com · Fictional portfolio sample.

EXPERIENCE

Service designer

Alder Civic Studio · 2023-2026

Led discovery and prototyping for a library room-booking service. Interviewed staff, mapped exceptions and designed an accessible booking flow.

UX designer

Small Hours Co. · 2021-2023

Designed account setup and help content for a community workshop. Worked with engineers to specify error states and keyboard interactions.

FEATURED CASE STUDY

A room for everyone.

A library booking project at Alder Civic Studio. My role covered interviews, service mapping, prototypes and developer handoff.

Read the process and tradeoffs

[portfolio/library-booking.pdf](#)

Includes the problem, my contribution and the next research question.