

David Simpson

UX & Product Designer

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As an experience designer at Westpac I've collaborated with stakeholders, product managers and developers to determine how best to implement innovative, high quality, complex features to help millions of Australians fulfil their banking easily.

Education, additional roles & awards

BACHELOR OF VISUAL COMMUNICATION DESIGN WITH HONOURS

Graduated from the University of Technology Sydney in November 2016

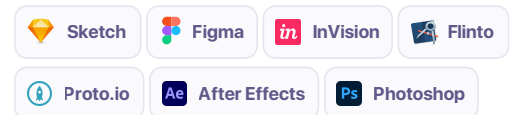
FIRE & EMERGENCY WARDEN

Westpac Kent Street HQ - from July 2018 to present

WESTPAC EMPLOYEE STAR AWARD

Awarded in February 2021. Nominated twice in 2020.

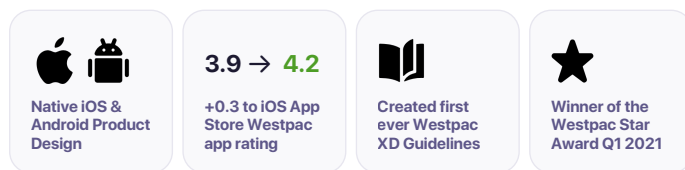
Skills



LATE 2019 TO PRESENT

Experience Designer

Westpac New Mobile App Experience (Project ION)



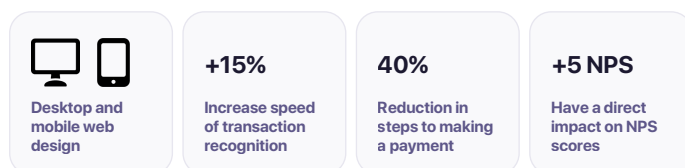
- I lead the design and execution of the new experience for Westpac accounts and cards, implementing core features such as Apple Pay which achieved 10k+ sign-ups on launch day and reduced customer complaints significantly ongoing.
- I collaborated with a multi-disciplinary group from the initial concept of what a new banking app for Westpac would be through to its development and release to 3+ million Australians. In the process, I documented and built a 50+ page XD Guidelines pack in the process.
- I worked hard from the beginning to ensure the goal of designing and building Australia's most accessible banking app. The rules we created had a key focus on colour contrast, dynamic text sizing and high-quality voice over. After months of a rolling release, there have been zero accessibility based complaints.



JANUARY 2018 TO LATE 2019

Experience Designer

Westpac Release Train



- I managed, designed and delivered on a number of simultaneous work requests from business, consumer, compliance and legal requirements.
- I was the lead designer on a multi-disciplinary team to identify, design and build quick wins and innovations including favourite features from customers. As a result, the team was able to achieve a 15% increase in the speed of transaction recognition and a 40% reduction in the steps to making a payment.



APRIL TO DECEMBER 2017, ROTATION 2 & 3

CX Designer

Strategic Design & Customer Research Team

- I conducted and supported 40+ 1:1 qualitative interviews, quantitative surveys and field studies which helped to inform decisions across the bank.
- I built a visualisation tool to help designers tell the stories of the customer and convey a new way of thinking based on the "jobs to be done" framework.



JANUARY TO APRIL 2017, ROTATION 1

CX Designer

St George Release Train



2014 - 2018

Creative & Digital Media Designer

University of Technology Sydney



2015

Broadcast Motion Design Intern

Channel Ten



JANUARY 2014 - JANUARY 2016

Resident Networker

UTS Housing