Ben Hutson

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With a career in Development, UX, and Product, my passion is delivering web, desktop, and mobile products that fulfil business and customer needs, and delights users.

Employment

Paymentshield – Software Developer – June 2021 to Present
- FileMaker development on a large system comprising 80+ solutions
- Suggested and implemented a new feature to assist users (QoL improvement)
- Worked in an Agile Scrum team with Devs, Testers, and Business Analyst

Vision Health – Product Owner – April 2020 to June 2021
- PO for .NET desktop and mobile apps used in Primary Healthcare
- Collaborated closely with development, product, and UX teams
- Maintained a prioritized backlog to meet user needs and NHS requirements
- Ran Discovery Workshops for new features
- Included users (General Practitioners) throughout the process

Tradeprint – Senior UX Specialist – January 2018 to April 2020
- Stakeholder and customer engagement to identify needs and requirements
- Design and create wireframe mock-ups through to high-fidelity prototypes
- Run internal workshops on ideation for UX improvements, new features, and A/B Tests
- Quantitative and qualitative research including various types of surveys
- Customer research; identifying customer types, planning sessions, conducting 1:1 interviews
- Create flow diagrams, affinity diagrams, and customer journey maps
- Usability testing with customers for existing and new features
- Implement and analyse heat maps, click maps, and session recordings
- Create and implement road map for CRO and A/B testing
- Measure, monitor, and analyse site and experiment performance

Tradeprint - Technical Product Manager *(Secondment)*– June 2017 to December 2017
- Create UI and determine UX for all-new E-commerce site including user research and testing
- Run alpha and beta versions to small groups of customers by geolocation
- Help define the strategy, requirements, and architecture with Cimpress Tech VPs in Boston and India
- Define product roadmap, manage scope and timelines

Tradeprint - Head of Software Development – August 2015 to June 2017
- *Remained hands-on developing software*
- Implemented company-wide project prioritisation based on strategy, resource, risk, and ROI
- Maintain technology and applications roadmap managing expectations of stakeholders for deliverables
- Introduced Squads, QA Team, Product Owners, and Agile Scrum practices
- Outline architecture and solutions for apps, database schemas, APIs, and workflows
- Responsible for recruitment, training, and mentoring of engineers and Product Owners
- Manage budget, contracts, NDAs, R&D Claims, and outsourced developers

Tradeprint – FileMaker Development Manager – June 2013 to August 2015
- Continued activities from previous role
- Gather user requirements for new features and updates
- Implement best practices and standards for development
- Managed and mentored team of 5 FileMaker developers
- Documentation of flows, concepts, and procedures

Tradeprint – Senior FileMaker Developer – October 2012 to June 2013
- *Continued activities from previous role*
- Ran usability testing on new features and applications
- Gathered requirements and wrote briefs for new and existing solutions
- Trained and mentored other FileMaker developers

Tradeprint – FileMaker Developer – September 2010 to October 2012
- Created new solutions and new features, and maintained and improved existing solutions
- Identified and developed UI and UX improvements of a large multifaceted FileMaker application
- Design and develop an IT Ticketing system for desktop and mobile
- Design and develop e-commerce sites for various Tradeprint sub-brands
- Developed using FileMaker for Windows and Mac, PHP, SQL, CSS, HTML, and JavaScript

Tradeprint – Graphic Designer & Web Developer – September 2006 to September 2010
- PHP / MySQL / CSS / HTML / JavaScript web development
- Web designer for portfolio and ecommerce websites using Adobe Illustrator
- Graphic design for print (CMYK) using Adobe Illustrator & Photoshop

Education

Professional Scrum Product Owner (PSPO I) - Scrum.org 2020

Professional Diploma in UX Design - Glasgow University 2019

Conversion Optimisation - Jellyfish Training 2018

SEO Specialist Qualification - ClickMinded 2017

HND in Interactive Multimedia - Hull University 2004 - 2006

AVCE in ICT - Grimsby College 2002 - 2004