Michael Donlea MD

I'm a budding designer who is motivated by providing simple solutions to pressing problems. Aligning with the business goals, I use my creative mindset to design seamless user experiences.

EXPERIENCE

Product Executive | WENDY WU TOURS, global travel company
Jul 2019 – Sep 2020
- Researched and wrote all website copy for group tours to the Middle East, resulting in a successful and on-time 2020 launch
- Led 6 onboarding sessions of my regions for the 10-man sales team

Latin America Specialist | AUDLEY TRAVEL, global travel company
May 2017 – Jun 2019
- Responded to all requests and issues in a timely manner, earning a customer service rating of 88% excellent as of June 2019
- Forged a relationship with 8 partners in Latin America, culminating in favourable costs and a £15,000 Galapagos booking for the business

European Sales Consultant | SKIWORLD LTD, ski tour operator
Oct 2016 – Apr 2017
- Won the 'sale of the week' award on 3 occasions

Teacher of English | VARIOUS
2012 – 2016
- Contracted teacher for language schools in China, Spain & the UK
- Practiced empathy towards my students (ages 3 – adult) so I could understand their needs and prepare fun and enjoyable lessons

EDUCATION

Designlab
Certification in UX/UI Design, Jan – Jul 2021
- Completed 480+ hours of intensive remote UX coursework (Research, Define, Design, Test)
- Created 3 comprehensive case studies:
  - an end-to-end second-hand marketplace application
  - an additional security feature for Hinge (a dating app)
  - a responsive website for Pan American World Airways

College of Media & Publishing
Level 4 Diploma in Copywriting, Projected Oct 2021

University of Chester
BA (Hons) Archaeology, 2008 – 2012

CONTACT

- mdonlea@gmail.com
- +44 7583 868276
- www.mdonlea.com
- LinkedIn

SKILLSET

UX Design
- User Research
- Information Architecture
- Data Synthesis
- Interaction Design
- Wireframing
- Rapid Prototyping
- Usability Testing

UI Design
- Branding
- Logo Creation
- Sketching

Toolbox
- Figma
- Adobe XD
- InVision
- Whimsical
- Miro
- Notion

SIDE INTERESTS

- Planning my next holiday
- Reading up on history
- Cooking asian food
- Spin classes
- Being a plant dad