Victoria Brew-Riverson

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PERSONAL PROFILE

A diligent and detail-oriented mixed-methods UX professional with UX & accessibility experience at Unilever and City, University of London. Holds a Master’s degree (with Distinction) in Human-Computer Interaction Design (HCID). Experienced in planning and conducting qualitative and quantitative research, as required in current role as a Digital Accessibility Technologist and previous role as an Employee Insights UX Analyst at Unilever. Skilled in producing UX artefacts such as user personas and journeys and conducting accessibility audits. Experienced in the non-profit sector, having previously conducted an accessibility audit for the female-centred social enterprise, Stemettes (as part of MSc in HCID). Well-versed in digital transformation projects; served as the Training Lead for Unilever’s Data & Analytics (D&A) new operating model; currently responsible for developing City University’s Digital Accessibility maturity through consultations with senior stakeholders, delivering training workshops, and conducting user research (usability testing, surveys). Excellent communication and storytelling skills, honed through role as a Unilever D&A Change & Communications Associate.

UX PORTFOLIO

https://www.victoriabrewriverson.com

SKILLS

User Research including diary studies, interviews, focus groups and workshops; Storytelling; Wireframing; Prototyping; Usability Testing; Storyboarding; User Journey Mapping; Affinity Diagramming; Empathy Mapping

Figma; Qualtrics; Miro; SharePoint; Microsoft Office; Optimal Workshop

EDUCATION AND QUALIFICATIONS

MSc Human-Computer Interaction Design (Achieved: Distinction)

City, University of London / Sep 2022 – Jan 2024

Chemical Engineering (BEng) (Achieved: 1st Class)

The University of Birmingham

EMPLOYMENT HISTORY

**Assistant Digital Accessibility Technologist**

City St George’s, University of London (Apr 2024 – Present)

User research-centric role focused on optimising digital accessibility across City St George’s, University of London.

* Executed the design and build of an interactive ‘Digital Accessibility Foundations’ virtual learning package, aiming to upskill over 2000 staff members at City St George’s in Digital Accessibility.
* Planned & conducted a user testing workshop with stakeholders to feed into the designs of the ‘Digital Accessibility Foundations’ package. Executed the research analysis to uncover user needs, pain points and opportunities.
* Currently leading the user-testing of the digital accessibility foundations learning package, where sessions will be conducted with various stakeholders, including disabled/neurodiverse staff members.
* Constructed as-is and to-be user journeys to capture disabled student/staff experiences and highlight key opportunities for the university.
* Delivered a series of accessibility-focused training workshops and training materials (presentations, infographics), upskilling over 150 staff members in digital accessibility.
* Executed accessibility audits of digital materials utilised across the University, boosting accessibility scores by up to 18%.

**Employee Insights UX Analyst (People Analytics)**

Unilever (Aug 2023 – Mar 2024)

Contract role focused on conducting research across Unilever to capture employee sentiment through the global UniVoice project (Unilever’s annual global employee survey) and other Employee Insights projects.

* Led the Figma prototype design and usability testing of interactive instructional guides on navigating the UniVoice Qualtrics dashboards, reducing dashboard queries by over 30%.
* Facilitated several focus groups with 40+ senior HR leaders to capture stakeholder needs for employee listening, with the resulting recommendations shaping Unilever’s employee insights strategy for 2024/2025.
* Spearheaded the design and build of Qualtrics surveys and dashboards across the Ice-Cream and Home Care functions, engaging over 200 stakeholders.
* Led the redesign of action-planning guides using Figma & PowerPoint; hosted virtual feedback workshops with 30+ stakeholders to collect qualitative data to refine the design.
* Co-led a proof-of-concept project assessing Peakon, Workday’s Employee Voice Software, against Qualtrics (Unilever’s original provider); tested the platform; documented platform features against 25+ business requirements; provided final recommendation to HR Directors.

**Data & Analytics (D&A) Change & Communications Associate**

Unilever (Jan 2022 – Sep 2022)

Change & Communications associate role for Unilever’s Data & Analytics team.

* Led user research (interviews), design & usability testing for the redesign of the D&A SharePoint site; boosted site viewership over the D&A SharePoint site by over 30%.
* Authored numerous D&A success stories regarding recently launched analytics products to emphasise the success of the new operating model.
* As the D&A Training Lead for the new operating model, oversaw all training related to the operating model, upskilling over 300 D&A team members.
* Delivered the quarterly Global D&A Town Halls, reaching an audience of 300+ people and achieving an average audience approval score of 85%.
* Launched D&A’s ‘Women in Data’ events, executing Unilever’s EDI strategy and reaching an audience of over 100 people.

**UniOps Innovation Management Trainee Graduate Scheme**

Unilever (Dec 2019 – Dec 2021)

Graduate Scheme across Unilever Operations.

* (Supply Services rotation) Project-managed the UX NeCo system redesign project, serving over 100 stakeholders; assembled the project plan; led the recruitment of users for user research and usability testing; produced update reports to Supply Services director.
* (Data & Analytics rotation) Executed semi-structured stakeholder interviews to capture requirements for a new analytical dashboard and undertook desk research to feed into the designs of D&A's Global Analytics Platform.
* (Data & Analytics rotation) Designed training materials for the new operating model, servicing over 300 D&A members.

**Analyst**

Royal Bank of Scotland (RBS) (Aug 2018 – Dec 2019)

Remediation Project analyst's role focused upon the now-defunct Global Restructuring Group (GRG).

* Researched, extracted and analysed quantitative & qualitative data and evidence related to complaints filed by aggrieved business customers to the bank. Awarded the RBS Living Our Values (LOV) award for diligence and high-quality work.