2024

### **ALESSANDRO FILIPPI**

### DIGITAL PRODUCT AND SERVICE DESIGN VETERAN 10+ YEARS OF EXPERIENCE / ENTERPRISE AND STARTUPS

You can't just ask customers what they want and then try to give that to them. By the time you get it built, they'll want something new."

\_ Steve Jobs

### ABOUT \_

I welcome every opportunity to apply innovative design solutions to elegantly solve complex problems while delivering insanely great products.

My mission is to help any team achieving their full potential by contributing to and delivering to market their product roadmaps to the best possible standards. I offer extensive experience working with cross functional teams, and deep technical understanding of all the necessary tools.

I have a proven track record of success in a start-up, scale-up and corporate environments, from delivering a single app to managing a global software ecosystem.

### **PROCESS**

Ideally double diamond in lean agile, compatibly with the maturity of the organisation and ways of working. Mapping stake holders, and working transparently in collaboration, sharing progress regularly and visually, allow for quality and speed in any context.

### CONTACTS \_



www.linkedin.com/in/alefilippi83 www.interactionalex.com

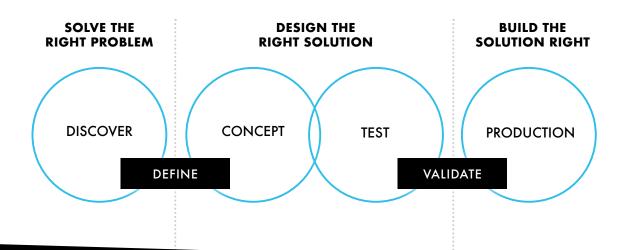
### SKILLS \_

Agile / Lean / Startup / Enterprise / UI / UX / Service design / Design system management / Visual design / Prototyping

### **EDUCATION** \_

**M.D. Multimedia Communication** 2011 IUAV, Venice, Italy (110/110)

**B.D. Visual and Performing Arts** 2008 IUAV, Venice, Italy (105/110





## ASSESSING AND RE-SHAPING B2E, B2C AND B2B2C DIGITAL TOUCHPOINTS FOR EV CHARGING AT A GLOBAL SCALE. AN EXCITING NEW VERTICAL WITH A BIG FOCUS ON SUSTAINABILITY.

bp pulse is the electrification branch of bp (british petroleum), one of the world's largest integrated oil and gas companies.

The mission was to join the ranks for a handful of lead designers and look after the re-branding and re-imagining of all digital touch points. That includes the CPO (back office management tools, charger UI), eMSP (e-mobility provider B2C and B2B) App as well as B2B Fleet.

One of the main challenge was to create modular design approach that could be translated across all markets as part of an effort to eradicate fragmentation and inconsistencies across the platform.

### Role

I was hired by the global head of design for electrification and given a small team to be embedded into several product pods, build up a strong user centred design culture and establish strong collaboration across department to streamline workflows and introduce agile design metodologies as one of the first in-house design leaders.

Very much a hands-on role, one of my strenghts. Had the opportunity to use VR, AR, and AI generative tools to speed up the process, sharing and testing our vision and manage risk while preserving quality.

### **DELIVERABLES**

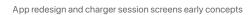
Visual design explorations, concept development, design system extentions, accessibility study, screen flows, AI assisted asset gen, screen designs, specs, high fidelity prototypes, light 3D rendering work

### **PLATFORMS**

Responsive Web
Native iOS / Android / React
Custom third party chargers Uls
for HMIs / SOCs

### **SOFTWARE**

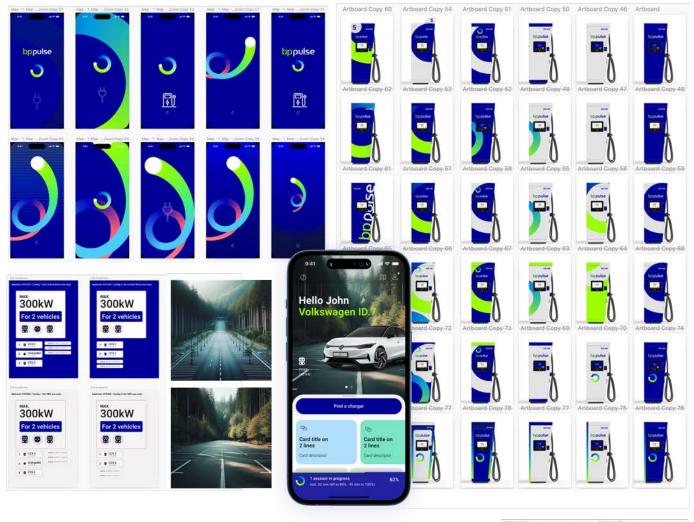
Sketch Adobe CC MS AI tools (GPT 4, Dall-e) Blender Zeplin

















# B2B PROPERTY MANAGEMENT AND SUPPLY CHAIN ON A MASSIVE SCALE. SCALING UP A PRODUCT AND TRANSITIONING IT FROM B2C TO ENTERPRISE, FROM LOCAL TO INTERNATIONAL.

An awesome success story, pivoting from B2C into B2B and taking by storm the Property Management market in the span of a couple of years growing 10 fold. I was there when they were small, and I nurtured the product to where it is now, building up a team and help establishing from the product design perspective one of the most promising soon to be giants in the sector.

### Role

- Working closely top execs to reimagine the brand and product experience
- Envision, conceptualise and deliver new designs and ux flows for both

consumer and enterprise application, for mobile and desktop

- Helping shape the process and introducing user centred design and agile into company culture
- Building up and managing a design team capable of delivering excellent solutions
- Training juniors and connect with marketing and technical teams to develop seamless integrations, marketing promotions and optimise conversion funnel, automated communication and engagement strategies

### **DELIVERABLES** \_

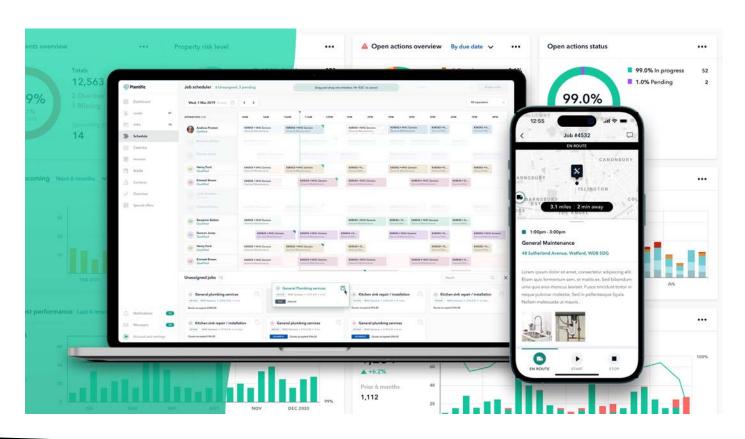
Service blueprint, UX Maps, user flows, wireframes, design system and guidelines, UI/UX designs, roadmap strategy, investor pitch deck support, product vision, high fidelity prototypes, design specs

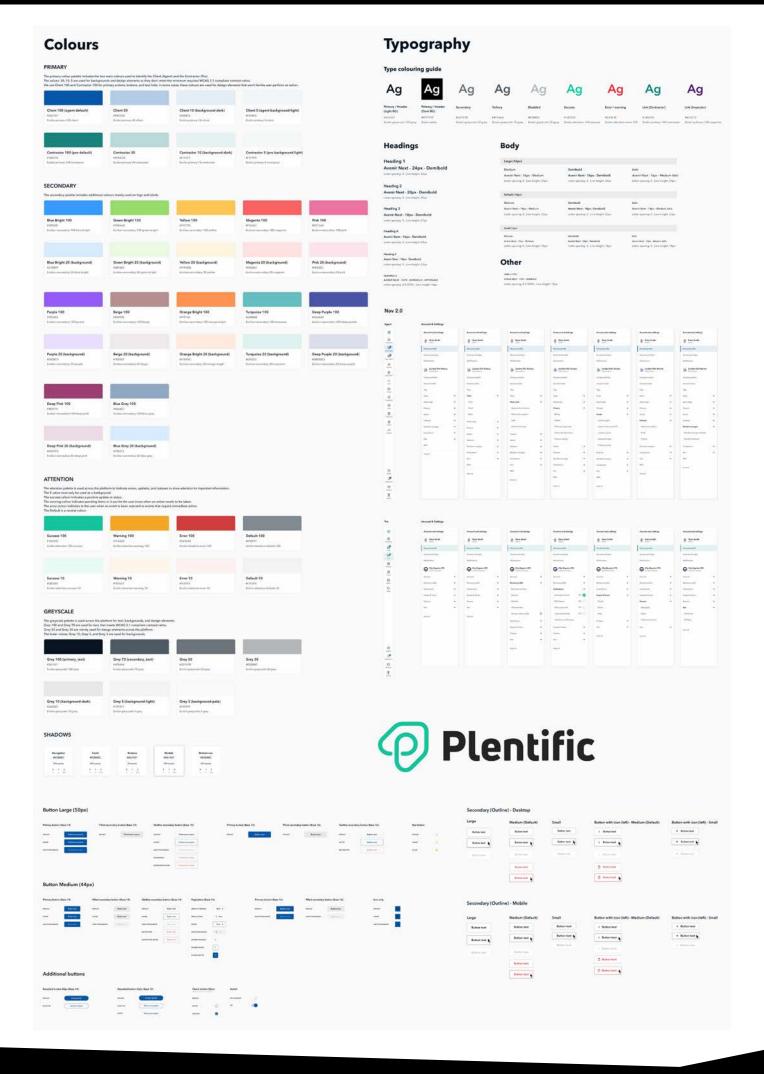
### **PLATFORMS**

Responsive Web
Native iOS / Android

### **SOFTWARE** \_

Sketch / Figma
Photoshop CC 2018
Illustrator CC 2018
InVision







## DIGITAL TRANSFORMATION IN FINTECH, ENVISIONING THE FUTURE OF FINANCIAL ADVICE, AND WHAT DOES IT MEAN TO RE-THINK RETIREMENT.

Just Group PLC is a fairly large and very profitable company that has been doing great especially in the annuity business. However, it is also a company that for the most part has been lagging behind competitors like Aviva when it comes to user experience, offering phone as the only touchpoint with its over 400k customers.

Long story short, they decided to do something about it by creating an inhouse Digital Garage and Innovation Lab. Respectively those are involved in coming up with new user-centered solutions as well as developing the right technologies and metodologies to bring those solutions to market quickly and safely. And that is no small feat in FinTech.

### Role

I was hired by the head of Digital Garage to establish a design team and help promote the role of design and user experience throughout the company by providing actionable digital solutions across multiple value streams. What it means is that I helped building the team, helped establishing a properly Agile process and delivered - working closely with internal stakeholders - several complete designs to production. All this while working also on a long term vision for Just's new service online platform which could indeed represent the future of retirement after pension freedoms and the commoditization of financial Advice.

### **DELIVERABLES**

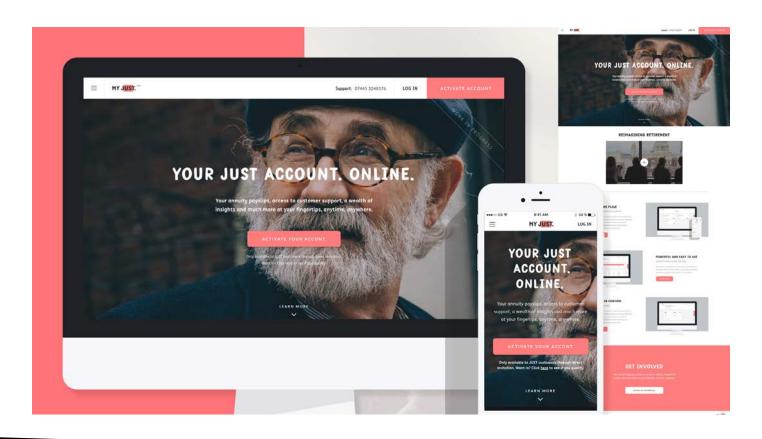
Service blueprint, UX Maps, Flows, Wireframes, Design system, screen flows, screen designs, high fidelity prototypes, Keynote presentation decks, high fidelity prototypes, design specs

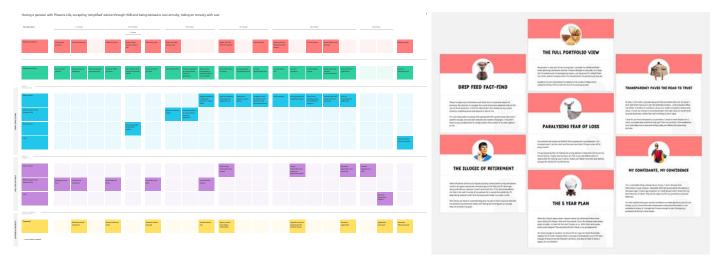
### PLATFORMS \_

Responsive Web Native iOS

### **SOFTWARE** \_

Sketch / Figma
Photoshop CC 2018
Illustrator CC 2018

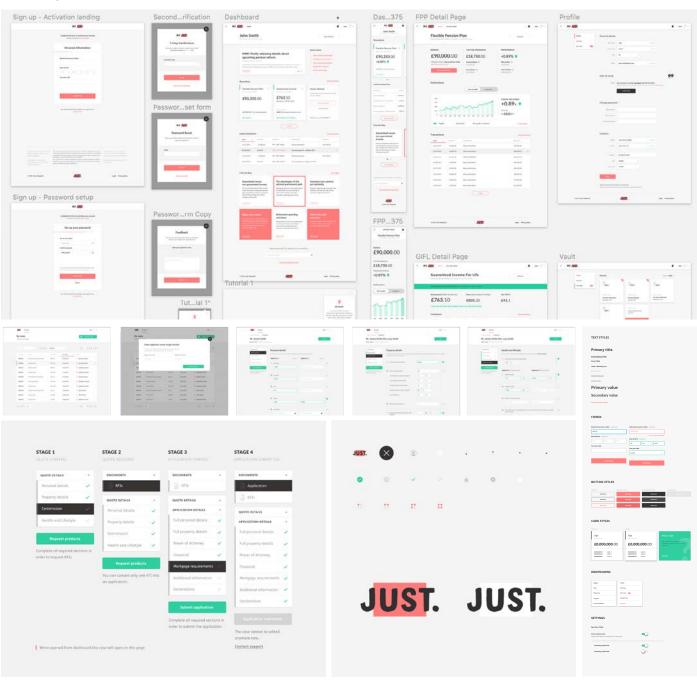




UX Map showing the journey of a retiree accessing his/her pension fund upon retirement

Customer insights, conveniently captured as cards

### Web UI concepts for a dashboard.





## HIGH PRESSURE ENVIRONMENT, THE SMARTEST PEOPLE I'VE EVER MET AND HOW TO SUPERCHARGE THE CONCEPT OF REFERRAL PROGRAMS FOR SOCIAL EVENTS.

Verve (formerly StreetTeam) young and wild startup environment. The idea just made sense and the team was very smart. A wild bunch of talented people that figured out how to make fans sell tickets for the events they love to their friends and in the process go to the events themselves for free plus earning all sorts of different perks depending on how many tickets they sold.

Sounds great but before I joined they did not have a proper mobile experience... or a proper desktop experience. I helped them change that.

### Role

I started as a contractor to help them developing a vision for a native app.

It was especially important to get it right because they were in the middle of a crucial fundraising and those concepts were one of the selling points in their deck, and it was a success, showing clearly how StreetTeam could simply empower every fan to become a real brand ambassador - with the ability to sell tickets, track their progress, keep up to date with the event news feed, and redeem rewards straight from their mobile phone.

On the back of it, the company managed to close over 10 millions in funding for that particular round.

### Links

**Verve** company homepage **TechCrunch** article about the fundraiser

### **DELIVERABLES**

Wireframes, UX Flows, visual design, UI/UX, production assets, delivery strategy, high fidelity prototypes, design specs

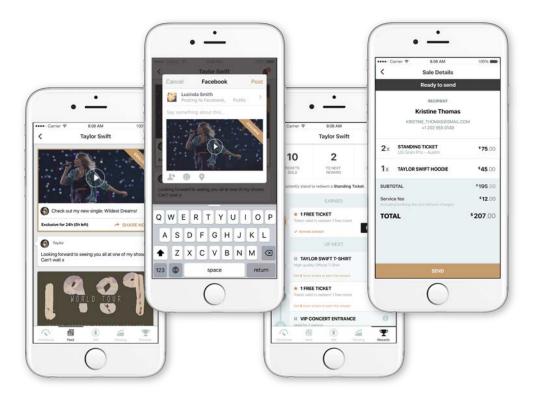
### PLATFORMS \_

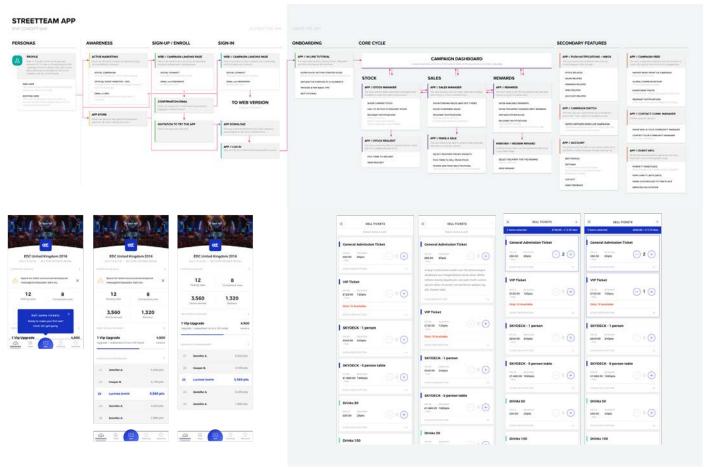
Responsive Web iOS App (iPhone)

### **SOFTWARE** \_

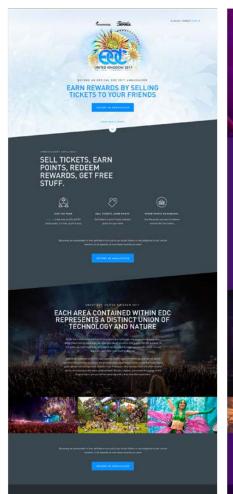
Sketch Photoshop CC 2016 Illustrator CC 2016 InVision

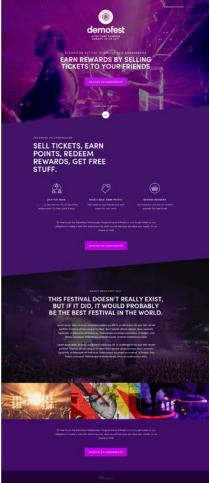


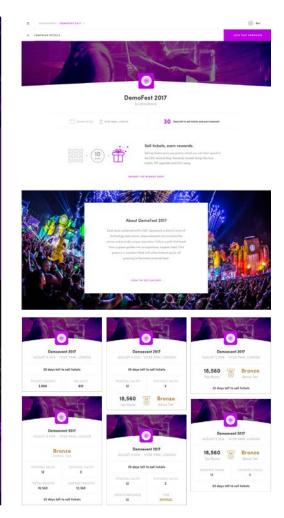




### Concept designs for web









## BRINGING BOTH AN IOS AND ANDROID APP TO MARKET TO CONTROL IP CAMERAS AS PART OF A PLATFORM SUPPORTING FUTURE CLOUD SERVICES.

OWLR is an iOS/Android App which is a universal IP camera viewer and controller which is a entryway into a service ecosystem for DIY IP camera based home security. The design of the app has a very strong focus on design and usability, hiding the extremely complex core technology under a minimalistic, friendly user interface.

When I first joined the company, the first iOS product had just launched. In the past eight months, thanks to fast iteration, translated to over 140K downloads and over 50K monthly active users on a £500 a month marketing budger and a rather exciting conversion rate of 40%.

### Role

Starting as Head of UX with a small design team, my role expanded into product manager bringing several new features and UI improvements to the suite of apps while ensuring the high quality of the product was maintained with every release.

Working closely with the CEO, I delivered user flows, UI and Visual designs for iOS and led the app release of the Android version in less than 3 months due to the impressively skilled development team.

### Links

OWLR App (4.5 stars - Feb '16)

### **DELIVERABLES**

Wireframes, UI/UX, screen designs, production assets, high fidelity prototypes, design specs

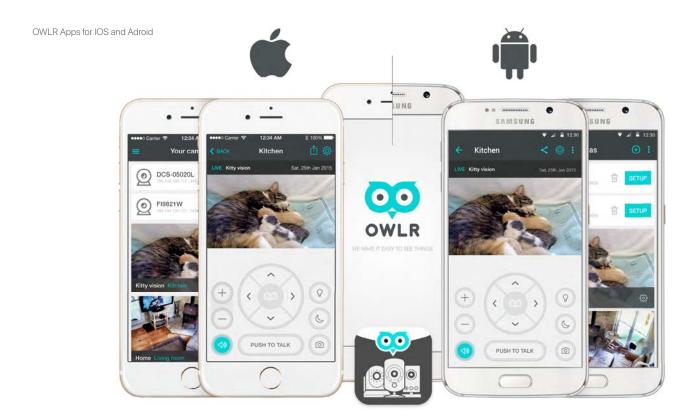
### PLATFORMS \_

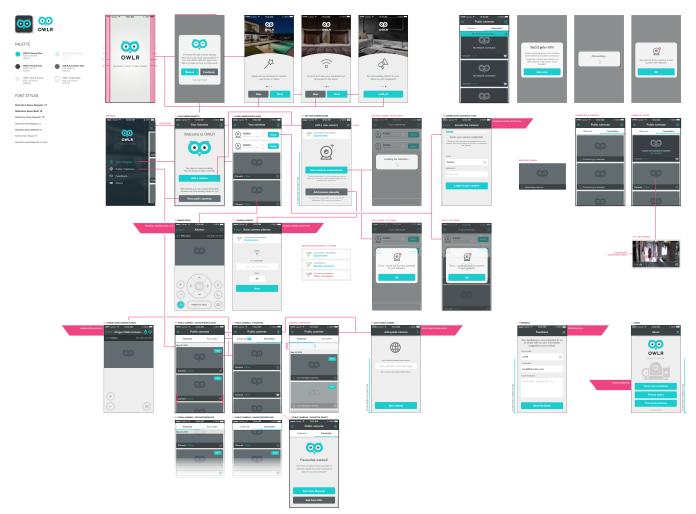
iOS App Android App

### SOFTWARE

Adobe Photoshop CC 2015 Adobe Illustrator CC 2015

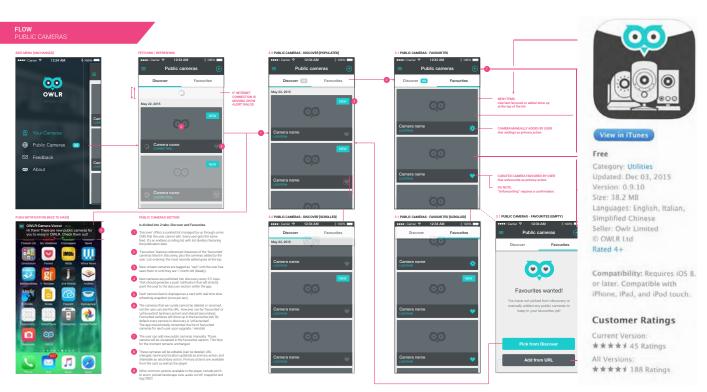
InVision





Version 1.0 of the App, High level IA for iOS  $\,$ 

Example of flow for a Feature App rating (Feb 2016)





# AN ONLINE PORTAL FOR CHARTER BOAT RENTAL HOLIDAYS WITH HIGH LEVEL OF CUSTOMISATION, SUPPORT FOR SPLIT PAYMENT AND INTEGRATED MARKETING.

Inspired by the AirBnb shared economy business model, Antlos offers shared charter cruises. Antlos has been successful in securing a couple of rounds of founding and growing fast. I have had the responsibility over Antlos' UX and Visual Design since the original inception. A number of times a year, I fly to their headquarters and deliver the next version of the features and visual design.

### Role

As Head of UX and Art Director, I am responsible for the visual language as well as the usability of every part of the product.

I work quite closely with the co-founders, especially the CEO, to define new feature requirements and to identify what can be improved through analytics.

I produced all the required UX flows and specifications, visual designs and assets for the developers, participated in key milestone planning, testing and QA sessions.

One of the biggest pieces of work I completed this year was a new payment flow with internal chat and a responsive mobile version of the website, which should arrive sometime in 2016, if they do not run out of money.

### **DELIVERABLES**

Wireframes, UX Flows, visual design, high fidelity prototypes, design specs

### PLATFORMS \_

Responsive Web App

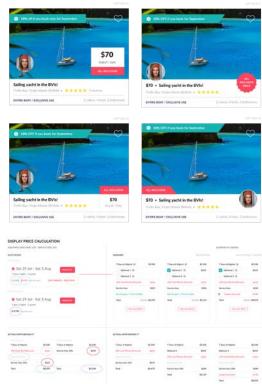
### SOFTWARE

Photoshop CC 2015 Illustrator CC 2015 InVision

Homepage concept

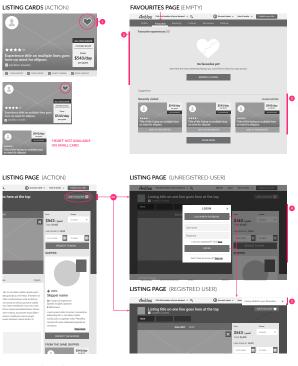


Cards and pricing summary studies

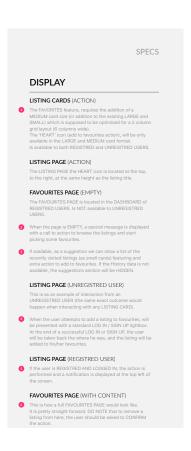


### **ANTLOS FAVOURITES**

WIREFRAMES (DISPLAY)

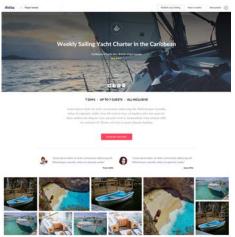


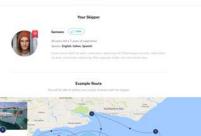




Example of wireframes









Listing page concept detail



7 DAYS - UP TO 7 GUESTS - ALL INCLUSIVE

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SEE ALL 22 PHOTOS



## WORKING CLOSELY WITH INTERNAL STAKEHOLDERS IN SEVERAL HIGH PROFILE UX CONCEPTS BOTH FOR B2B AND B2C MOBILE AND WEB PRODUCTS.

Inside large corporates, which I previously only experienced from the outside, there is often a lot going on, and a lot to learn. There is often huge potential, because available money and talent is plenty, however what is often missing is a strong vision and suffer from an inherent political inertia.

These were the biggest challenges I had to deal with as a member of a team of talented people at Orange Labs UK, and succeeded with launched a successful country-wide product.

Joined as mid UX designer and worked my way to senior in less than a year.

### Role

I produced UX flows, visuals and prototypes for all sorts of projects, from small scale proof of concepts to countrywide product releases.

I improved my ability to deliver great design, and also to sell my ideas and gather support among internal stakeholders.

The biggest project I worked on, a concept for a main B2C account management app for Romania got internaltional traction and I had the opportunity to present my work to top executives in Paris.

### **DELIVERABLES**

Service blueprints, concept designs, screen designs, UX maps, high fidelity prototypes, design specs, concept videos

### PLATFORMS \_

iOS App (iPhone) Android App Responsive Webapps

### **SOFTWARE** \_

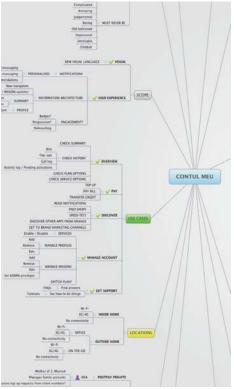
Photoshop CC 2015 Illustrator CC 2015 After Effects CC2015 MS Office Powerpoint

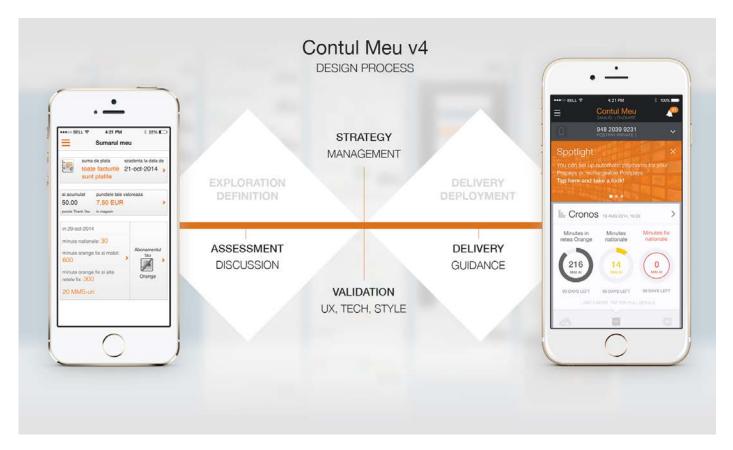
Application // Visual + UX





Requirements // Mind Map





Product Strategy // Deck







## DESIGN AND DELIVER A MAJOR REDESIGN FOR A WHITE LABEL MUSIC APP TO HELP THE COMPANY LAND A CRUCIAL PARTNERSHIP WITH MOBILE GIANT 02.

My responsibility when I joined
MusicQubed was to deliver - and
keep fresh with new daily tracks - the
Official Top 40 UKTM app plus a few
other themed curated playlists via a
multi platform application featuring
offline listening. This application turned
up to be quite a challenge to design
than anticipated specifically due to an
extremely convoluted billing system
which varied drastically depending on the
mobile carrier of the target device.

### Role

I worked directly under the Head of Design as Lead UX, redesigning the existing product from the ground up in about 3 months. Was crucial to make O2

MusicWeek Article about the product // 8 March 2013

happy in order to have them sign a long term collaboration, proving the viability of our core technology and licensing model.

During my stay at MusicQubed my team delivered the complete UX for the O2 and white label modular versions of the app for iOS, Android, Windows Phone and -believe it or not - Blackberry.

Please note that the current visual design was basically forced upon us by O2.

### Links

**02 Tracks App** ( 4 stars - Feb '16)

### **DELIVERABLES**

Wireframes, UX Maps, service blueprint, screen designs, visual design, interactive prototypes

### PLATFORMS \_

iOS App (iPhone) Android App Windows Phone App 8.5 BlackBerry OS App 8

### **SOFTWARE**

Photoshop CS6 Illustrator CS6 Axure RP Pro 6

OFFICIAL CHARTS TOP 40 SUBSCRIPTION PLATFORM GETS MOBILE NETWORK BACKING

### 02's £7m bid for UK's top music service

### DIGITAL

BY TOM PAKINKIS

obile network O2 is putting all of its might behind its new O2

Tracks music platform with a 4.7.3 million marketing campaign that will feature everything from outdoor displays to TV adverts.

Powered by MusicQubed, O2
Tracks downloads the tracks in
the Official UK Top 40 Singles
Chart each week direct to
users on any mobile phone
network for just £1 a week along
with a changing selection of
curated playlists.

O2 customers will receive a two-month free trial for the service, but the mobile network is keen to push this much wider as a UK-wide service available to all.



digital and a TV ad campaign fronted by star of the moment Emeli Sandé.

service, to have a digital presence," she added. "That's going to go on all year, so once to "create the biggest music service in the country." "This is a long-term going to go a la carte, we're not going to go all you can eat. There are enough mass market, laidback listeners who aren't being satisfied and that's who we're going after."

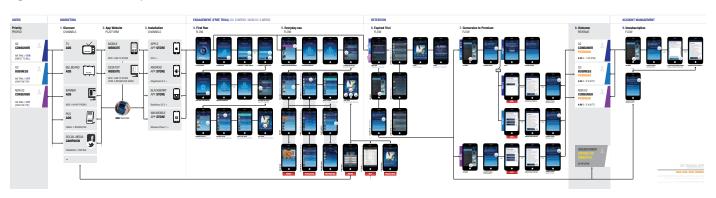
Managing director of The Official Charts Company Martin Talbot pointed out that the Official Streaming Chart shows a direct correlation with the singles market in that the biggest individual tracks of the moment are also the ones that people are streaming. "This is the perfect way of appealing to that demand," he said of the O2 Tracks service.

"One of the biggest challenges with subscriptions services is educating people so

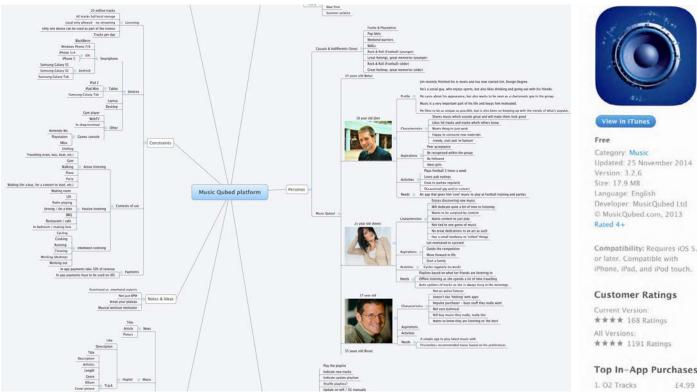


Product Landing page at launch

High level user flows for the entire product



Mind map organising all the requirements for the product. On the right, the App rating (Nov 2014)







### WORKING IN A BIG AGENCY WITH VERY HIGH STANDARDS, BRINGING TO MARKET A BRAND NEW VIDEO STREAMING PRODUCT FOR SKY.

Even if this contract lasted only a few months, it gave me the chance to work in one of the most respected digital agencies in the world, as part of the team assigned to one of its biggest Italian clients at the time: Sky Italia (the Italian branch of Sky).

I was involved both in the refinement of their huge web portal (Sky.it), and the MVP of their brand new streaming / on demand video platform called SkyGo.

### **Role**

I joined Frog as a mid-weight UX designer, working directly under a hugely talented Creative Director. I delivered delivery decks, visual style guidelines, and specs for various Sky.it sections as well as both the web landing page, newsletter, and iOS and iPad versions of SkyGo.

The most challenging aspects of this experience was multitasking while maintaining the extremely high quality standards while under pressure. It was really tough at the beginning, but eventually I managed to succeed. Definitely an enjoyable experience, one which I will not forget.

### Links

www.frogdesign.com

### **DELIVERABLES**

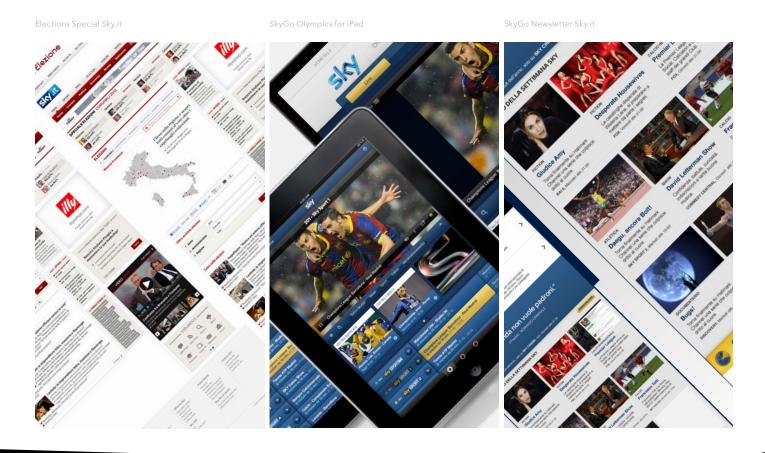
Wireframes, UX Flows PDF, AI, Graffle Google Docs

### PLATFORMS \_

Website iOS App (iPhone/iPad)

### **SOFTWARE** \_

Photoshop CS4 Ilustrator CS4 OmniGraffle





## LEARNING KEY SKILLS IN A HIGHLY COMPETITIVE ENVIRONMENT WAS ONE OF THE MOST ENGAGING WORKING EXPERIENCES I'VE EVER HAD.

This was a pivotal experience for me, one that defined me as a professional very early on.

Why was it so important, you may ask? Simply put, the people what work at Artefact are some of the most talented I've ever met. Working with them inspired me and gave me a point of reference for what to look for in a company in terms of culture.

### Role

The reason why I put so much effort to get this Internship as a senior graduate was that in US, and specifically in Artefact, interns are put in the front lines, where they are given the rare opportunity to really learn the job under

pressure.

Certainly a competitive environment, but that's a good thing, because the constructive way it was handled. I started with a bunch of other interns by simply helping senior designers on their projects, following around user researchers and sitting close to developers.

Towards the end I was capable of doing client-facing presentations and solve complex UX problems for big projects such us the SonoSite X-PORTE ultrasound machine control touch UI.

### Links

### www.artefactgroup.com

### **DELIVERABLES**

Flow maps, screen design, high fidelity prototypes, design specs

### PLATFORMS \_

Responsinve web Kiosk / Custom screens iOS

### SOFTWARE

Photoshop CS4 Illustrator CS4 Flash Pro CS4

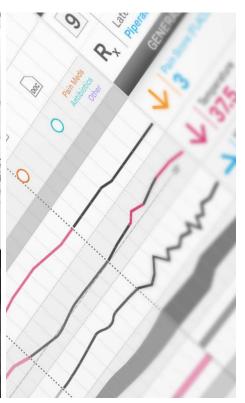




Sonosite X-PORTE - Analysys UI



Seattle Children Hospital Project





## I'VE ALWAYS BEEN INTO COMPUTER STUFF. AFTER THE ORIGINAL IPHONE KEYNOTE I KNEW THAT INTERACTION DESIGN WAS MY CALLING.

Being a freelance means that from time to time I can take some time off to just do whatever I want.

Sometimes I travel, but more often than not I ask around if friends and non-profit organizations need something done. This way I keep myself productive, and I actually end up doing some very interesting stuff

I find that engaging in new challenges, regardless the compensation level, is a very efficient way to expand my skills and keep myself always ready to think outside of the box.

### More stuff

www.interactionalex.com

### **DELIVERABLES**

Concept art, web design, brand exploration, marketing collaterals, banners, front end development work

### PROJECT TYPES \_

Responsive web Apps (any platform) Print (not often) Photography, Video 3D Rendering

### **SOFTWARE** \_

Photoshop Illustrator Premiere Pro After Effect Lightroom

Rimmonim (yiddish music) // album art





Phenomenology Lab Blog // visual



Barena, clothing shop // visual

