



KAITLYN DE BIASSE

A Senior Service Designer with 6 years experience creating accessible and innovative human-centered services. Considerable experience working at a senior level within a user centered design team with large organisations including the Scottish Government, the Department of Work & Pensions, and the National Health Service. Experience working in Agile Methodologies under critical deadlines to produce outcomes that go beyond meeting the needs of stakeholders within relevant constraints. Able to work in the UK, EU, and US without sponsorship.

EDUCATION

GLASGOW SCHOOL OF ART
Bachelor of Design (Honours)
Product Design, Class of 2013

UNIVERSITY OF THE ARTS
Industrial Design

SKILLS

Service Design - 6 years
Product Design - 6 years
Working in Agile Methodologies
Digital + Physical Prototyping
Creative Problem Solving
Workshop Facilitation
Project Management
Experience Design
Design Research
Design Strategy
Inclusive Design
Graphic Design
UserZoom
Figma
Sketch
Miro
Jira

CONTACT

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SENIOR SERVICE DESIGNER

Admiral Pioneer / August 2022 - Present

Designing new services within the health and wellbeing sector, specifically for underserved health conditions including fertility and menopause support.

SENIOR SERVICE DESIGNER

The Scottish Government / May 2021 - April 2022

Designed a Social Security System for Scotland driven by the needs of service users within a User Centered Design Team. This team is responsible for the design and delivery of devolved benefits for Scotland.

SERVICE DESIGN + SUSTAINABILITY LECTURER

The Glasgow School of Art / February 2018 - May 2021

Taught design as a lecturer at the Glasgow School of Art at an Undergraduate and Postgraduate level. Led a service design project between NHS 24, NHS Ayrshire & Arran and students at the Glasgow School of Art to envision and shape the future of blended healthcare and wellbeing in Scotland. Additionally taught Design Research at the Edinburgh College of Art.

SERVICE DESIGNER

Freelance / October 2015 - May 2021

Worked with underrepresented individuals and communities, particularly with people who have hidden and physical disabilities, to create accessible services, systems and experiences. Designed and implemented several grassroots initiatives throughout Scotland to foster community integration, encourage sustainable practices, and promote wellbeing.

PROJECT DIRECTOR

Refugee Open Ware, Jordan / April 2014 - April 2015

Served as the Project Director of a humanitarian innovation group based in Jordan that made 3-D printed prosthetic limbs with and for refugees injured in the Syrian Conflict. This involved designing a service for alternative healthcare delivery within a conflict zone.