Matt Jensen

0410 501 001 | hello@mattrjensen.com | Portfolio | LinkedIn

Experience Design Consultant

An accomplished and versatile Experience Design Consultant with extensive experience in technology project discovery, design, development and delivery. Recognised for consistently delivering successful outcomes and driving efficiencies, balancing user requirements with corporate strategy, business goals and technical constraints. A self-motivated team player highly successful in forging strong relationships with internal and external stakeholders.

Key Skills

- ✓ **Innovation and Design:** Human Centred Design, User Experience Design, Design Thinking, User Research, User Testing, UI Development, Figma, Photoshop, Illustrator
- ✓ **Soft Skills**: Stakeholder Engagement and Management, Problem Solving, Workshop Facilitation
- ✓ **Project Management and Delivery Methodologies:** Agile frameworks, Scrum, Lean UX, Product Design, Waterfall, Software Development Lifecycle (SDLC)
- ✓ **Front End Tech:** HTML, CSS3, Typescript, LESS/SASS, VS Code

Education

- **Bachelor of Civil Engineering (Hons)** | Monash University

Certifications

- **NN/g - UX Certification**
- **Professional Scrum Master (PSM)**

Professional Experience

Telstra Purple   **Nov 2014 – Feb 2025**

Senior Managing Design Consultant

Developed digital productivity, transformation and modernisation solutions for Enterprise clients, typically replacing legacy processes with scalable web or native mobile applications, within the Vic Digital Squad of Telstra's tech consulting business arm.

Responsibilities:

- Led project discoveries and Human Centred Design initiatives, driving stakeholder engagement, workshop facilitation, and requirement gathering.
- Conducted user research, usability testing, and solution design.
- Facilitated collaboration and communication with stakeholder groups, senior leadership teams, executive group owners and end users regarding project ideation, creation, development, and delivery phases.
- Full software lifecycle design, development and delivery of custom digital solutions balancing innovation, usability, and cost-effectiveness with business goals, user requirements and technical constraints.
- Led teams of cross-functional consultants and customers through project delivery.
- Leveraged business connections to provide technical expertise and acquire new customers

- Led and drove squad initiatives.
- People leader for a group of up to 6 consultants

Achievements:

- Designed and delivered the highly successful, award-winning, industry-leading UniMaps and UniNav web-based apps for the University of Tasmania to transform the campus experience for students and staff, winning Telstra Enterprise Top Achievers award, two internal Telstra CX awards (Outstanding Product or Service, Customer Experience Game Changer) and a Tasmania ICT excellence award.

- Streamlined the recruitment process, decreasing time-to-hire and improving candidate experience by leading a discovery engagement, documenting the current state user journey, creating a future state roadmap, and creating visual designs for the Queensland Health's Intranet Recruitment section, resulting in a happy client and a clear path forward.

- Led the first phase of the digital transformation of ONCALL Group Australia, designing and delivering the Support Worker Portal (SWP) application, resulting in improved staff satisfaction, streamlined business operations, and increased efficiency. This modernisation reduced manual errors, enhanced scheduling accuracy, and secured over $2M+ in follow-on work for Telstra Purple.

- Oversaw the design and development of John Holland Group's Project Workbench and Integrated Management System (IMS), streamlining digital collaboration, document management, and quality control. Delivered an automated project site deployment system, enhancing efficiency and scalability, with JHG leadership praising the platform as a game changer and an industry-leading solution.

Prior professional experience includes:

- **Service Delivery Manager / User Experience Developer: Habanero Consulting (Canada)**
- **Freelance Consultant, Web Producer: UltraWebsites.com**
- **Production Manager / Lead Developer: Lightmaker**
- **Technical Architect / Lead Developer of Applications: Transport for London**
- **Web Producer / Project Manager: PSA Project Management**

Referee details will be provided on request.