Kevin Adam Fox

Service and Experience Designer

kevinadamfox.com
hello@kevinadamfox.com
+45 3155 3144

Experience

Service Designer // Freelance

I continue to work on a number of strategic and service design projects with companies in Denmark and Norway. I have used various design methods to help facilitate the research and development of new business strategies in the construction and healthcare sectors, maintaining a co-creative approach throughout my work to enable all stakeholders equal input into the design process.

July 2017 – Present • Copenhagen, Denmark

Service Design Intern // Nile

Working with a national bank, I planned and facilitated a series of workshops, using storytelling as a method to bring customers into 'future design scenarios' to gather public opinion. I also invented a specialised set of design tools – based on real customer insights – that allowed a large design team to create better targeted services according to the voice of their product users.

September – December 2016 • Edinburgh, UK

Design Consultant // Black Pepper Software

Acting as a proponent of user-centred design, I outlined the vision for several digital products through proactive engagement with clients. I was the intermediary person between clients and developers, gathering user needs, creating wireframes and writing requirements that defined the purpose and structure for each design iteration.

March 2012 – July 2015 • Royal Leamington Spa, UK

Education

MSc Service Systems Design // Aalborg University

Using the method of Design Thinking, I developed holistic solutions to address issues affecting the elderly and vulnerable migrants living in Denmark. I took a 'problem based learning' approach to uncover ways of tackling major issues. My studies culminated with a thesis project that outlined how Blockchain technology could be the trigger for a new generation of data-driven, human-centred health services.

2015 – 2017 • Copenhagen, Denmark

Competences

Design

- Concept development
- Design thinking
- Rapid prototyping
- Strategic planning
- Systemic thinking

Research

- Co-design
- Insight generation
- Observational research
- Scenario development
- Workshop facilitation

Visual

- Digital illustration
- Journey mapping
- Quick sketching
- System workflows
- UI wireframing

Tools

- Adobe Creative Suite
- Front-end (HTML + CSS)
- InVision
- Principle (in progress)
- Sketch

Initiatives

Service Design Tour
Co-lead and event organiser
2017 – Present • Europe

Global Service Jam
Local organiser and co-host
2016 – 2018 • Copenhagen

SDN Global Conference
Lead volunteer
Amsterdam 2016, Madrid 2017