

I am passionate about building online and offline experiences which make peoples' lives easier. I began my journey into the User Experience field in 2014 after learning more about usability and UX methods at the National College of Ireland.

I am a proactive self-starter comfortable with ambiguity and capable of communicating and prototyping design concepts at all fidelity levels. User research, interaction design, usability testing and understanding of the business goals are essential elements of my workflow.

I work hand in hand with Product Managers and Lead Engineers throughout the discovery, design and development process to bring great ideas to life. I bring empathy, passion, and commitment to my work and strive to make the user experience better.

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### Methods

surveys & interviews • data clustering • personas • competitive analysis • heuristic evaluation • task analysis • user journeys • card sorting • affinity diagramming • sitemaps • navigation models • screen flow • content inventories • wireframes • prototyping • usability testing • high-fidelity visual design • living style guides • design system • analytics • HTML/CSS/JavaScript

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### Tools

Figma • Axure • Sketch • Miro • OmniGraffle • Google Docs • Dovetail • SurveyMonkey • Optimal Workshop • UserTesting • ClustVis • Trello • Zeplin • Origami Studio • Marvel • Fluid • ScreenFlow • Google Analytics • Yandex • Photoshop • Illustrator • Indesign • Catalog • Wacom • iMac

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### Skills

User-centred design • Planning and conducting user research • Usability testing • Analysis of collected data • Creating and applying established design principles and interaction patterns • Practical application of accessibility factors • Ability to visualise solutions • Presenting ideas to partners and company executives • Able to advocate for design solutions in the context of business and user goals • Analytical thinking • Detail-oriented nature • Comfortable with highly technical subject matter • Familiar with web/mobile technologies, their impacts on the feasibility of design solutions • Excellent communication and collaboration skills • Insatiably curious about people and technology • Receptive to intense scrutiny and feedback • Strong organisation skills • Experience managing multiple projects at the same time • Experience evolving design system

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### Education

<b>Postgraduate Diploma in User Experience Design, IADT</b>	<b>2020 – Mar 2022</b>
<b>Certificate (Level 9 FETAC), Design Thinking, IADT</b>	<b>2018 – 2019</b>
<b>Certificate (Level 9 FETAC), Fundamentals of UX Design, IADT</b>	<b>2017 – 2018</b>
<b>Master of Science in Mobile Technologies (2.1), NCI, Dublin</b>	<b>2014 – 2016</b>
<u>Relevant coursework:</u> user research, user interviews & surveys, requirement elicitation, design, usability tests, think aloud, analysing, documenting and interpreting test results, human centred design thinking, mobile and web user interface patterns and design principles, research methods, statistics, business strategies.	
<b>Higher Diploma in Science in Software Development (1.1), NCI, Dublin</b>	<b>2013 – 2014</b>
<u>Relevant coursework:</u> web design and development, web standards, design principles, HTML, CSS, JS, responsive design, data models, entity diagrams, software engineering, system requirements; UML, class, system sequence diagrams; creating requirements using use case modelling concepts, Agile environment.	
<b>Master of Science in Architecture and Urban Planning (1.1)</b>	<b>1999 – 2004</b>
<b>The Szczecin University of Technology, Faculty of Civil Eng. and Architecture, Poland</b>	
<u>Relevant coursework:</u> principles of design, composition, aesthetics and perception, colour theory, sketching, visual presentation, graphic design, ergonomic design, 3D modelling, project management.	

## Experience

### UX Designer – Global Payments

Apr 2019 – Present

In my current role, I work across multiple cross-functional teams, partnering with Product Managers and Engineers on developing designs from ideas to execution.

- Front-end solutions for the e-Commerce platform which is used by merchants in Europe, US and Canada.
- New design of the Pay-By-Link application.
- Redesign and a new strategy for the GP Help Center.
- Contributed to the Design System by creating Figma Design Toolkit with over 2000 components. Collaborate on the Design System documentations and Stencil components.

### UX Designer – Paddy Power Betfair

Nov 2018 – Mar 2019

Paddy Power Lottery Betting mobile app and website. What I did:

- Facilitated product design, from concept stage right through to development using sketches, IA, flow diagrams, customer journeys, wireframes, prototypes, iterating on multiple solutions.
- Collaborated with the Agile team – researchers, UI, developers & product managers communicating the ideas, research findings and designs to produce feasible digital experiences.
- Liaised with internal stakeholders. Produced and presented reports, presentations and recommendations.
- Performed heuristics reviews and competitive usability testing on competitor sites.

### UX and UI Designer, Full Stack Developer – Word Perfect Translations

Nov 2016 – Nov 2018

CRM for booking and managing interpreting appointments, customers and interpreters data. What I did:

- Set goals and objectives, interviewed stakeholders, conducted competitive research.
- Observed users onsite and identified pain points, established key audiences.
- Created user journeys, sitemaps, wireframes, low/high fidelity prototypes, style guides and high-fi design.
- Modelled new relational database and coded application: Laravel, PHP, HTML/CSS, JavaScript, MySQL.
- Tested the application to iterate and evolve the design.
- Designed a mobile app for field interpreters to get essential job information and documents, track appointment time, get clients signature and submit invoices.
- Designed and developed several WordPress websites, graphic design.

### UX and UI Designer – Cesanta Software, Dublin, Ireland

Aug 2015 – Dec 2015

New website for the software company in IoT / embedded communication space. What I did:

- Interviewed stakeholders, developed user stories, user flow diagrams and sitemaps.
- Created wireframes and wire-flows, low and High fidelity prototypes.
- Created style tiles and designed pixel-perfect layouts (web and mobile). Wrote HTML/CSS, JavaScript.
- Design of the Dev Centre to automatically change the look of HTML5 docs generated by AsciiDoctor.
- Collaborated with developers on various UIs: WiFi settings UI for IoT platform, HVAC Dashboard, Smart.js IoT Web IDE. Improved design based on user testing and feedback.

### Freelance Web Designer

2010 – 2014

- UX Design of web and mobile apps, wireframes, prototypes, usability testing.
- Web development – HTML, CSS, JavaScript, PHP, Laravel, MySQL, CMS customisation, responsive design.
- Mobile App Development – Java, Android, PhoneGap, jQueryMobile.
- Visual Design – UI design, branding, logos, design for print, posters, flyers, web graphics.

### Architect – O’Brian Beary Architects, Dublin

2008 – 2009

### Architect – Project Architects, Dublin

2007 – 2008

### Architectural Assistant – Kearney & Kiernan Architects, Dublin

2005 – 2007

## Courses

Design Sprint Facilitator Certificate on Jake Knapp’s Process	2019
Advanced oil painting and drawing course for artists at Web Art Academy	2012 – 2013
Studio lighting photography course, D-Light Studio, Dublin	2011
Computer Graphic, DTP Desktop Publishing + WWW, Kraków, Poland	2009
3D STUDIO MAX Course – New Media Technology College, Dublin	2008
Painting and drawing, Regional Centre of Culture, Gorzów Wlkp., Poland	1994 – 1999

## Interests

Drawing, painting, photography, architecture, genealogy, dancing.