

Agnieszka Przygocka [Ahg-nee-ESH-kah Pshi-go-ska]

Senior UX/Product/Service Designer | Fintech & Payments | End-to-End Experiences

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I'm a curious, creative, and collaborative designer who loves untangling complex problems and turning them into simple, elegant experiences. With over 10 years of experience in UX – mostly in fintech – I've worked across research, design, and development, but my heart is in hands-on design. What drives me is seeing how design can make someone's day easier, whether it's through a well-crafted interface, a clearer process, or a product that just works. I thrive in multidisciplinary teams, enjoy building design systems that scale, and feel most fulfilled when working on products that have real-world impact. Now I'm looking for a role where I can focus more on design execution, collaboration, and shipping great work – preferably in a team that values simplicity, ownership, and a bit of fun along the way.

Core Skills User-centered & service design • Research & usability testing • Insight synthesis • Design patterns & systems • Practical accessibility implementation • Journey mapping • Stakeholder communication • Cross-functional collaboration • Strategic & speculative thinking • Visual storytelling • Workshop facilitation • Comfortable in highly technical environments • Resilience & curiosity

Methods User research • Stakeholder interviews • Personas • Competitive & heuristic analysis • Journey & task mapping • Service blueprinting • Card sorting • Sitemaps • Wireframes & prototypes • Usability testing • High-fidelity UI design • Design systems • Accessibility & analytics review • Research synthesis

Tools **Design:** Figma • Axure • Sketch • Figma Dev Mode • Origami • Framer • Storybook
Research: Dovetail • Condens • Maze • UserTesting • Lookback • OptimalWorkshop
Collaboration: FigJam • Miro • Lucidchart • Mural • Trello • Google Docs
Visual & Systems: Photoshop • Illustrator • InDesign • Catalog (design system docs) • Tokens Studio
Analytics & Code: Google Analytics • Hotjar • Yandex • HTML/CSS/JavaScript
AI: Dovetail AI • Miro AI • Figma AI Plugins • ChatGPT/Claude • Notion AI • Tome

Education **MSc in UX Design** (1.1 Honours) Institute of Art, Design and Technology (IADT), Dún Laoghaire
Certificate in Design Thinking (Level 9 FETAC) IADT, Dún Laoghaire
MSc in Mobile Technologies (2.1 Honours) National College of Ireland (NCI), Dublin
Relevant coursework: UX research, usability testing, UI design principles, human-centered design, research methods, statistics, and business strategy.
Higher Diploma in Science in Software Development (1.1 Honours) NCI, Dublin
Relevant coursework: Web standards, responsive front-end (HTML, CSS, JS), data modeling, UML, system design, Agile, and full-stack development foundations.
MSc in Architecture and Urban Planning (1.1 Honours) The Szczecin University of Technology, Poland – Faculty of Civil Engineering and Architecture
Relevant coursework: Design theory, visual composition, ergonomics, perception, sketching, storytelling, 3D modeling, and project management.

Courses Design Sprint Facilitation (Jake Knapp) • API First (Autodesk) • DTP & Web Graphics • Advanced Oil Painting & Drawing (Web Art Academy) • Life Drawing for Architecture (Regional Centre of Culture, Gorzów Wlkp.) • 3D Modelling (3D Studio Max) • Studio Photography (D-Light Studio)

Interests Creative expression through art, photography, and architecture (former architect). Social dancer, occasional performer, and curious researcher at heart drawn to human stories and genealogy.

- Experience**
- Sr. Service Designer – Global Payments, Dublin** **May 2024 – Present**
Driving redesign of merchant onboarding and sales journeys across APAC, Europe, and North America.
 - Proposed an **innovative future-state onboarding model for SMB merchant** grounded in **trends and emerging tech**. **Pioneered a speculative design**, storytelling and future-scenario design.
 - Led GPeCom Greece **service blueprinting**, resolving ownership confusion and aligning stakeholders through a high-impact **validation workshop**—resulting in **clarity and reduced team tension**.
 - Mapped **onboarding** and **Salesforce** use across regions (APAC, US), highlighting inefficiencies.
 - Sr. UX Designer – Autodesk, Inc., Dublin** **Sep 2021 – May 2024**
Drove UX across the Developer Experience (APIs, tools) and Autodesk Viewer (3D collaboration).
 - Researched and tested **concurrent editing** (collaboration on 3D models during live calls) with BIM managers and engineers to assess **market fit**; uncovered usability gaps and collaboration needs.
 - Improved **sample apps, Data Inspector, and onboarding flows**. Facilitated **API mockup workshops** to improve APIs and documentation. Conducted **competitive analysis** of API platforms.
 - Conducted research to identify issues around the **Beta testing process**.
 - Sr. UX Designer – Global Payments, Dublin** **Apr 2019 – Sep 2021**
Led UX for merchant-facing fintech products across Europe, the US, and Canada.
 - Led the end-to-end UX design of the **Pay-By-Link application**, helping merchants reduce fraud risk.
 - Drove UX for the **GP & HSBC Open Banking mobile app**, ensuring clean, compliant flows.
 - Designed secure **MFA flows** and contributed to **fraud rule features** in the RealControl platform.
 - Optimised **checkout UX** for Aer Lingus, Ocado, National Lottery, Casumo – boosting conversion.
 - Enhanced the **HPP Page with DCC, address capture** and **improved tab order and focus logic**.
 - Redesigned the **Global Payments Help Center**, earning executive recognition for record-speed delivery and a measurable reduction in support calls.
 - Built a 2,000+ component **Figma toolkit** and supported **Stencil-based system docs**.
 - UX Designer – Paddy Power Betfair, Dublin** **Nov 2018 – Mar 2019**
Designed the **Lottery Betting website and app** – from concept to prototype, balancing simplicity and compliance. Collaborated in **Agile teams** and conducted heuristic and competitor testing to guide UX.
 - UX Designer / Developer – Word Perfect Translations** **Nov 2016 – Nov 2018**
Owned the full design and development of a custom **CRM system for managing interpreting appointments**, customer data, and interpreter workflows – **key to winning a government contract**.
 - Delivered UX, prototyping, and **full-stack development using Laravel, PHP, JS, and MySQL**, including database design and responsive front-end development.
 - Ran interviews, field research to shape intuitive workflows and **reduce admin workload by ~30%**.
 - Created a **companion app enabling field interpreters** to access real-time job info, track appointments, collect signatures, and submit invoices — **improving workflow and adoption**.
 - Designed brand assets and WordPress websites to support digital presence.
 - UX / UI Designer – Cesanta Software, Dublin** **Aug 2015 – Dec 2015**
 - Designed a new company website showcased at the **Web Summit**, **boosting brand visibility**.
 - Created a Developer Centre experience with **automated visual theming for HTML5 documentation generated via AsciiDoctor**, enhancing usability and visual consistency for developer audiences.
 - Improved **UI for IoT tools** including WiFi settings, HVAC dashboard, and Smart.js IDE – focused on clarity, responsiveness, and usability.
 - Freelance Web Designer** **2010 – 2014**
Delivered **end-to-end UX, dev, and visual design** for **small businesses** across sectors.
Built responsive websites, apps, and CMS platforms using **HTML, CSS, JS, PHP, Laravel, and MySQL**.
Developed cross-platform mobile apps using **Java, Android SDK, PhoneGap, and jQueryMobile**.
Created branding, print, and digital marketing assets.