



UX PORTFOLIO

Anne Korhonen



About me

■ Background

- *Worked as a nurse in Oulu and Tampere University Hospitals.*
- *BBA in business information systems, majored in UX design.*

■ Experience & Certifications

- *Junior UX Designer at Tietoevry Oyj during the summer 2023*
- *School projects related to UX design*
- *Google UX Design Professional Certificate*

About me

■ UX related skills

- *Survey*
- *Empathy map*
- *User persona*
- *User journey map*
- *Problem statement*
- *Competitive audit, benchmarking*
- *Sketching, wireframing, prototyping*
- *User flow*
- *Information architecture*
- *Design system*
- *Usability test&Prototype validation*
- *Accessibility*

- *Figma&Adobe XD*

■ Other skills

- *Service design*
- *Front&Back-end coding*
- *Agile; Scrum*
- *Digital marketing*

- *Collaboration*
- *Empathy*
- *Continuous learning*
- *Customer & user centric mindset*

CASE STUDY

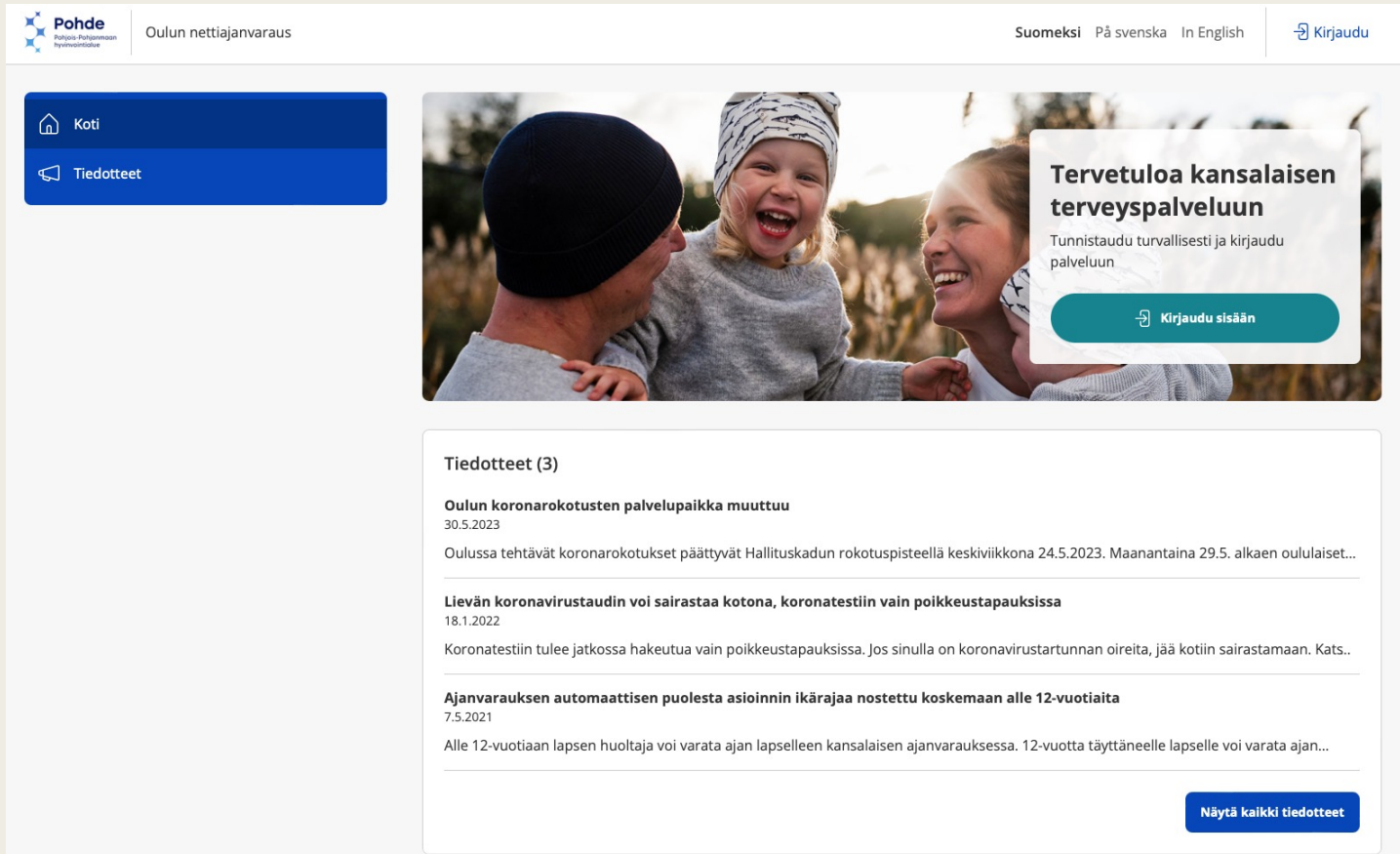




CITIZEN PORTAL

Role: Junior UX designer at Tietoevry





Summary

Citizen portal/Kansalaisen terveystalvelu

Area: Health care

During the summer job 5/2023 – 9/2023

Platforms: Desktop & Mobile

Challenge: Renew the current designs and create new functionality to the portal.

Tools: Figma, Forms, Exel, PowerPoint

More about citizen portal

- Site URL: <https://oulu.terveytesi.fi/citizenportal/#/login>
- Citizen portal is aimed for different municipalities citizens. It provides online health services like booking an appointment to the health care.
- Most likely the users are adults and seniors.
- Accessibility needs also be taken into account while designing.

What I did

- Prototype validation
 - *Creating test documents*
 - *Recruiting the testees*
 - *Participating in pilot tests*
 - *Observer*
 - *Facilitator*
- Analysis of the test results
 - *Observation analysis*
 - *Creating a report*
 - *Reporting to the stakeholders*
- Design improvements based on findings
 - *Benchmarking*
 - *Ideation: Wireframing, prototyping, accessibility*
 - *Review*
- Other
 - *Translations EN-FI*

Prototype validation

- Planned, quided and managed the different aspects related to prototype validation.
- I planned and created the questions for the pre- and post test surveys. Questions were created based on goals.
- Created also moderator's and observer's scripts and other test related documents such as observation analysis-file.
- Recruited & informed the testees and were acting as their contact person. Also I was part of making the schedules for the test day and arranging the suitable slots for the testees.
- Did some final functional testing to the prototype.
- Participated to the pilot tests at the office.
- At the test day I was an observer in couple of test situations.
- Afterwards participated the debriefing session related to the validation.

Analysis of the test results

- Collected the material from observation analysis and created documentation and different tables/charts about the results.
- Created a report about the test&findings for the stakeholders and was presenting it to them.

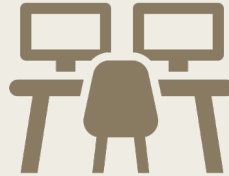
Design improvements

- Did translations to the prototype.
- Did benchmarking.
- Participated to the review with the UX team.
- Ideated new solutions based on the protovalidation results and UX team comments taking the accessibility, usability and users into account as well.

Review about the process



I would say the prototype validation went well and we got valuable information which we later used in improving the designs.



During this project I didn't do any e.g. empathy maps, user personas or journeys, IA or user flows so in the future I would like to do also those kind of things.



Currently when I'm at the beginning of my UX career I would like to aim more as a generalist direction and gain more experience about varying UX responsibilities.

The designs

- Due to the nature of this work and NDAs I can't show exact designs I did to the exact project. Instead here are some modified examples about the designs and other tasks I've done during the summer.
- *Note! I'm currently updating and working on with the designs so there is coming more material.*
- <https://www.figma.com/file/3xRCsjyZqCZM7piAXphxh8/Modified-Designs?type=design&node-id=1%3A2&mode=design&t=vFVj7A70tXX1lvYg-1>