



UX PORTFOLIO

Anne Korhonen



About me

■ Background

- *BBA in business information systems, majored in UX design.*
- *Registered nurse.*

■ Experience & Certifications

- *Junior UX Designer at Tietoevry during the summer 2024*
- *Junior UX Designer at Tietoevry during the summer 2023*
- *School projects related to UX design*
- *Google UX Design Professional Certificate*

About me

■ UX related skills

- *Survey*
- *Usability testing&Prototype validation*
- *Empathy map*
- *User persona*
- *User journey map*
- *Problem statement*
- *Sketching, wireframing, prototyping*
- *User flow*
- *Information architecture*
- *Design system*
- *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 STUDIES

- Lifecare Medication and Homecare
- Citizen portal

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LIFECARE: MEDICATION & HOMECARE

Role: Junior UX designer at Tietoevry

Year: 2024



Summary

Lifecare patient information system

Area: Health care

During the summer 5/2024 – 8/2024

Platform: Desktop

Challenge: Renew the current designs and create new functionalities. Conducting a survey.

Tools: Figma, Forms, Excel, PowerPoint

What I did

- Designs
 - *Empathizing: learning about users&pain points, user personas, user stories*
 - *Ideation: Benchmarking, user flow, IA, wireframing, accessibility*
 - *Prototyping*
 - *Review with the UX team, coders and product owner*
- Assisted in conducting a survey
 - *Analyzed the questions and provided the improvement ideas*
 - *Analyzed the results*
 - *Started creating the report of the findings*
- Other
 - *Translations EN-FI*

Designs

- Did totally new element to the Lifecare Medication. Did some changes to the designs already existing.
- The important part was understanding the client need and its situation. Also it was important that the designs matched the current look&feel of the software and especially to the section's (Medication) style.
- When renewing the old designs I did all from the scratch as well. Benchmarking and understanding the client needs was crucial.
- Collaborated with various parties such as product owners, colleagues and so on.

Analysis of the survey results

- During the last weeks of the contract I mainly analyzed the survey results related to Social care/Homecare of Lifecare.
- I participated in the questions making, was one of the contact persons during the survey was active and in the end, analyzed and made the graphics of the results and made a PowerPoint presentation to the stakeholders.

Translations

- Did some translations from English to Finnish and gave some improvement ideas related to the Citizen portal I worked with the last summer. Also did some benchmarking related to the healthcare services currently existing in Finland.

Review about the process



It was nice to work on a larger scale during this year. Learned a lot, refined my UX related skills and got to work with interesting topics.



During this summer I noticed that there is still a lot to learn and do such as going through the whole process when designing a product.




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

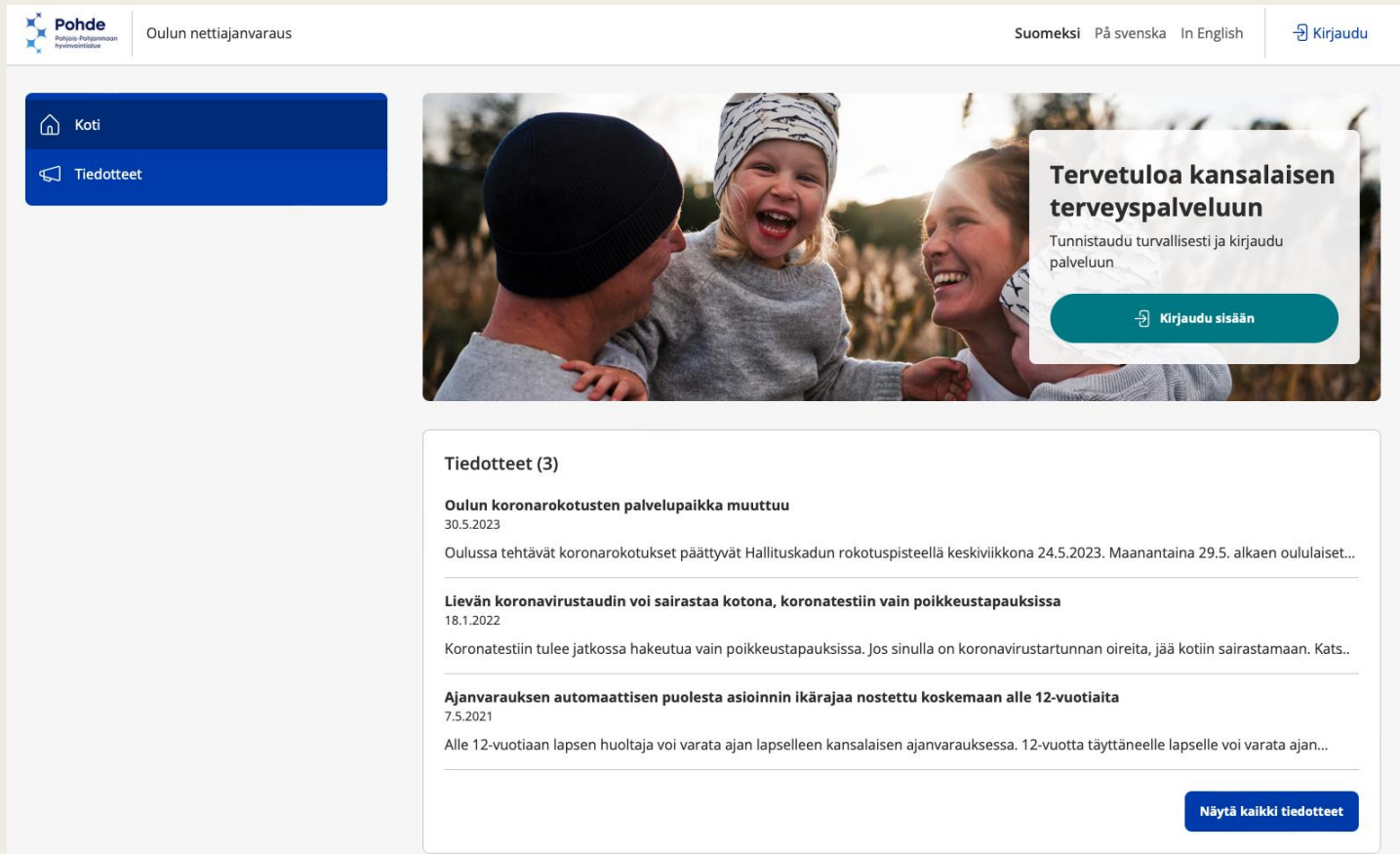


CITIZEN PORTAL

Role: Junior UX designer at Tietoevry

Year: 2023





Summary

Citizen portal/Kansalaisen terveystalvelu

Area: Health care

During the summer 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 to be taken 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 the report*
 - *Reporting to the stakeholders*
- Design improvements based on findings
 - *Benchmarking*
 - *Ideation: Wireframing, prototyping, accessibility*
 - *Review*
- Other
 - *Translations EN-FI*

Prototype validation

- Planned, guided 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 into 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 and work that I have done

- Due to the NDAs I am not able to share the work I have done during the summers at Tietoevry service. Instead I can give you the contact information of the UX designers I have been working with and you can discuss more with them about my contribution.