



Hanna Duker
User Experience Designer

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WORK EXPERIENCE

Pondo. User Experience Designer **Mar.2023-ongoing | Remote. RSA**

UX Design consultant, supporting the lead UX consultant on the design of a Rapid Development Platform:

- **Conducted user research** to understand the target audience, their needs, and pain points
- Developed a **UX strategy for a phased product release**, aligned with the Company's business goals and vision
- **Established design guidelines** to maintain consistency across the product
- **Collaborated closely with developers and a cross-functional product team** to ensure alignment with business and technical requirements
- **Created, evaluated and iterated rapid prototypes**, to support key design decisions early and often throughout the process
- **Presented compelling experience stories** to executive leadership, business stakeholders and project teams.

She Can Do (Non Profit Company). Product Designer **Mar.2024-ongoing | Remote. RSA**

Six month part-time commitment to a voluntary product design role, involving user-centred work on a range of design projects related to the She Can Do Training Program and Brand

- **Designed training program manuals in collaboration with a UX writer**, rapidly developing high quality digital products
- **Increased production of deliverables** by establishing replicable templates for educational manuals to be utilised by other designers on the team
- **Ensured brand quality without compromising user experience**
- **Planned and co-hosted portfolio workshop events** in collaboration with team members and partners

R&L Architects. Senior Project Architect **Sept.2021-Feb.2023 | Cape Town/ hybrid. RSA**

Created new design solutions for a leading South African retail chain, helping to optimise the customer experience and improve business operations.

- **Lead and mentored two junior designers**, rapidly iterating designs to ensure timely delivery of a high quality product.
- **Oversaw construction and quality control** focusing on details
- **Worked within an existing design system**, ensuring consistency, excellent user experience and compliance with standards.
- **Ensured the design met the tight budget and delivery requirements**, by collaborating closely with a cross-functional team.
- **Advocated for design improvements, based on the challenges users experienced** using previous designs for the retail chain.

EDUCATION

UX Immersion Course May.2022-Dec.2022 | **Career Foundry**

Frontend Development for Designers Jan.2023-June.2023 | **Career Foundry**

Intro to UX Design April.2022-May.2022 | **Career Foundry**

Masters in Architecture (Professional) Jan.2007-Dec.2012

University of Cape Town| RSA

BS. Social Work (Psychology Specialization)

Jan.2005-Dec.2007 (2 years)
University of Cape Town| RSA

SKILLS

Critical thinking
Strategic thinking
Design thinking
Communication
Negotiation
UX Research
UX Design
Interaction Design
UI Design
Project Management

TOOLS

Figma & FigJam
Lucid
Principle
Adobe Photoshop
Adobe InDesign
Microsoft Suite
Autodesk Revit & AutoCad
Miro

VPUU (NPC). Project Architect

Oct.2018-Sept.2021 | Cape Town. RSA

Designed and tested Waste Recycling Centres, as a proposed solution for the waste crisis in informal settlements in Cape Town.

- **Conducted ethnographic research** to identify user requirements and pain points.
- **Developed project requirements and features** based on the user research, municipal requirements, and a technical briefing.
- **Facilitated a timely, albeit challenging, implementation during Covid**, involving complex problem solving and collaborating with a community participation team and cross-functional project team.
- **Designed improvements for subsequent implementations, based on user experience and feedback on what did not work well.**

SUN Development. Architect & Urban Designer (Assistant)

Mar.2013-Dec.2018 | Cape Town. RSA

Worked on multiple public sector Urban Regeneration Projects and Community Buildings, with the purpose of solving specific urban problems and creating safer public spaces.

- **Established an understanding of specific community needs, per project, through user interviews, ethnographic research and urban systems research**, guided by community participation teams and existing base line surveys.
- **Designed urban intervention concepts in response to community needs and pain points.**
- **Facilitated co-design workshops and negotiations with stakeholders and community user groups** to obtain feedback and validate concepts.
- **Ensured compliance with accessibility standards** and building regulations.
- **Collaborated closely with technical consultants** to realise concepts and prepare **construction documentation and specifications.**

HH Architects. Principal architect

Jan .2017-Jan.2021 | Cape Town. RSA

Ran a small architectural consultancy, in partnership with another architect, focussing on residential renovations.

- Helped people to optimise their homes by **creating ergonomic design solutions, specifically tailored to client requirements.**
- **Managed the building contracts and project meetings** for small scale residential construction projects
- **Managed design documentation throughout the project lifecycle**, integrating the work of technical consultants into the design.
- **Ran an iterative design process to produce solutions that met user requirements and budget.**

FURTHER UX CERTIFICATIONS

Web Design for Usability

Jan.2023 | IxDF

User Research - Methods and Best Practice

Dec.2022 | IxDF

Conducting Usability Testing

Nov.2022 | IxDF