

HANNA DUKER

USER EXPERIENCE DESIGNER

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WORK EXPERIENCE

DataQ. **User Experience Designer**

Aug.2024-present | Hybrid. RSA

Dedicated UX consultant at an end-to-end data solutions company, strengthening client engagement and project delivery by embedding user-centred methods. Improved communication of complex data problems for diverse audiences, introduced UX practices into technical workflows, and collaborated closely with data engineers and frontend developers to deliver more accessible, user-driven solutions.

Pondo (UX consultancy). **User Experience Designer**

Mar.2023-present | Remote. RSA

Helped transform the ComUnity Toolkit rapid development platform by embedding UX practices into a product initially launched with limited user-centred input. Advocated for user research in a resource-constrained environment, created a design system and pattern library, restructured the information architecture, and collaborated closely with engineering and stakeholders to simplify complex developer workflows and deliver a more accessible, user-focused experience.

She Can Do (Non Profit Company). **Product Designer (volunteer)**

Mar.2024-Nov.2024 | Remote. RSA

Strengthened She Can Do's operational efficiency by creating reusable training templates, reducing bottlenecks and enabling faster, more consistent delivery to students.

R&L Architects. **Senior Project Architect**

Sept.2021-Feb.2023 | Cape Town/ hybrid. RSA

Restored and optimised a major retailer's physical outlet after 2021 social unrest, improving operational workflows and customer experience through iterative spatial design. Oversaw the implementation process, managed stakeholder relationships, mentored junior architects, and ensured delivery aligned with business goals, budgets, and timelines.

HH Architects. **Principal architect**

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

Co-led a human-centred residential design practice, guiding clients in optimising their living space - managing full project delivery from stakeholder engagement to budget oversight.

VPUU (NPC). **Project Architect**

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

Advanced sustainable waste management in informal settlements, improving health outcomes and resident dignity through user-centred, systems-led design. Led cross-functional collaboration, mentored a candidate architect, and adapted service and systems design methods to address real-world implementation challenges during COVID-19.

SUN Development. **Architect & Urban Design Assistant**

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

Informed policy adjustments through community-centred research to strengthen public safety and accessibility. Played a key role in urban regeneration initiatives through ethnographic research, systems mapping, stakeholder engagement, and the design of human-centred interventions and supporting frameworks.

EDUCATION

Architectural Board Certification

Reg no: PrArch29278706

April.2017-present

SACAP

Masters in Architecture (Professional)

Jan.2007-Dec.2012

University of Cape Town| RSA

BS. Social Work (Psychology Specialisation)

Jan.2005-Dec.2007 (2 years)

University of Cape Town| RSA

UX CERTIFICATIONS

Information Visualisation

July.2024 | **Interaction Design Foundation**

Web Design for Usability

Jan.2023 | **Interaction Design Foundation**

User Research - Methods and Best Practice

Dec.2022 | **Interaction Design Foundation**

Conducting Usability Testing

Nov.2022 | **Interaction Design Foundation**

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**

EXPERIENCE AREAS

- UX Design & systems thinking
- Enterprise & Data UX
- Ethnographic & user research
- Participatory design
- Cross-cultural team work
- Stakeholder engagement
- Interface design
- Social impact & sustainability
- Project management
- Delivering results within complex and constraining environments