

Arthur Menken

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Experience

Koalesce Designs UX Design Volunteer	Remote, United States March 2024 — May 2024
<ul style="list-style-type: none">Enhanced empathetic decision-making by conducting user research and translating findings into actionable personasIdentified usability and conversion improvements for the e-commerce platform through heuristic evaluationShaped the design direction of new initiatives with feedback and ideas during brainstorming sessions	
Tweakers UX Design Intern	Amsterdam, Netherlands November 2022 — April 2023
<ul style="list-style-type: none">Led the end-to-end design of a highly anticipated and validated pc building tool from user research to prototypingFacilitated detailed usability testing during a Design Sprint through rapid and collaborative prototyping using FigmaIncreased forum engagement by 5% by implementing a dynamic content module on the Tweakers home pageValidated an early concept for simplified item filtering through a painted door test, collecting valuable feedback and metrics	
Talpa eCommerce CRO/UX Design Intern	Amsterdam, Netherlands May 2022 — October 2022
<ul style="list-style-type: none">Uncovered key pain points in the user journey by reviewing recordings and user feedback using HotjarGained valuable insights into user behavior and motivation by preparing and overseeing on-site usability testsSolved design discrepancies through close collaboration with engineering using Jira and HTML/CSS expertiseIncreased unique bids by 4% on the auction platform by giving controls that remove friction more prominenceVisualized and handed off Sketch designs and user flows for a concept that allows users to set alerts for their searches	
Tweakers UX Design Intern	Amsterdam, Netherlands September 2021 — November 2021
<ul style="list-style-type: none">Redesigned the review portal page in line with a new design system, using survey data and metrics to inform the wireframesBoosted clicks to the product detail page by 7% by A/B testing the visibility of editorial awards on the price comparison pageInformed the design of a platform's product detail page, including product variant displays, through iteration and A/B testing	

Education

Amsterdam University of Applied Sciences Bachelor of Science in Communication and Multimedia Design, Cum Laude	Amsterdam, Netherlands July 2023
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Skills

Design — User-Centered Design • Wireframing • Prototyping • Interaction Design • User Research • Information Architecture • Responsive Design • Design Systems • Design Thinking • A/B Testing • Design for Accessibility (WCAG)

Software — Figma • Sketch • Adobe XD • FigJam • Miro • Hotjar • Google Analytics • Google Optimize • Sitespect • Adobe Photoshop • Adobe Illustrator • Jira • GitHub • VS Code • HTML • CSS • JavaScript

Professional Development

ShiftNudge <ul style="list-style-type: none">Focus on enhancing visual and interface design skills	June 2024 — Ongoing
Interaction Design: Flow	June 2024