Nataliia Dykun

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Customer-oriented UX/UI designer with a solid experience in the IT field and travel industry. Specializing in user research, mobile applications' and website user flow techniques and design optimization. Worked with up to 40 world top companies, solving over 500 technical issues per year including UX research and UI enhancements.

TECHNICAL SKILLS

- **Strong:** Sketch, AdobeXD, InVision, Photoshop, Figma, Illustrator, Balzamiq, UX Research, Customer Experience, App Design, Wireframing, Prototyping, User Persona, Storyboarding, Site-mapping
- **Experienced:** HTML,CSS, Bootstrap, JavaScript, Google Analytics, Brand Management
- **Tools:** Adobe Suite, GoogleDocs, Chrome Dev Tools, GitHub, Jira, Confluence

PROFESSIONAL EXPERIENCE

Wise LLC/Freelance - UX/UI Designer, San Clemente, CA   August 2019- Present

- conduct UX Research (interviews, surveys, qualitative and quantitative research, competitors review)
- create wireframes, storyboards, mockups and interactive prototypes
- develop UX flows, style guides and inspiration boards
- create UI design framework across multiple platforms (mobile, web, RWD) using Adobe Suite, InVision, Sketch, Figma etc.
- present the details and purpose of designs to small and big groups of people
- perform testing to prove usability and values of each design detail

Resolve Systems - Software and UI Support Engineer, Irvine, CA   April 2018 - present

- provide software customer support to companies all over the world
- work with integrations of our software product (OS troubleshooting, HTML, CSS, JS, Dev Tools)
- customized UI for specific tasks, UX research through direct interviews and survey results
- worked on the different UI issues and enhancements with the UI and developers team: product layout, accessibility and usability

CIBT Visas - Customer Experience Specialist   December 2015 - December 2017

- assisted customers all over US and in Canada to prepare documentation to apply for visa or passport
- collected data through interviews, surveys and website analytics to improve customers' experience
- optimized website of the company, created ideas to be implemented for better customer experience (e.g. photo service with background and quality enhancement).

UI Designer/Content Writer, AntTraveller LLC, Kiev, Ukraine   October 2013 - December 2016

- wireframed (PhotoShop) and helped developers to code the company's website
- created the content for travel company Internet website and worked with maintaining social networks such as Facebook and Twitter (worked with company's posts and creating ads - up to 1000 per year).
- organized the working process (planning, collecting materials, filing database, working with Government organizations etc)

APPLICATIONS DEVELOPED

PetBook: UX Research & UI Design of mobile application for traveling with pets

Technologies: Sketch, Miro, InVision

BeeFriendly: non-profit website design and frontend development project.
Technologies: Adobe XD, Photoshop, GoogleForms, InVision, HTML, CS S, JS, Bootstrap, VSCode

U.S. Department of Education responsive website redesign
Technologies: AdobeXD, Photoshop, Illustrator, InVision, Miro, Maze.design tests

Non-profit website redesign case study - Freedom From Fear
Technologies: Sketch, AdobeXD, Trello, Miro, Photoshop

Glassico Landing page for autoglass repair company
Technologies: Adobe XD, Photoshop, Illustrator

Fancy Cakes Webdesign for landing page
Technologies: Adobe XD, Photoshop, Illustrator, GoogleDocs

UI design for delivery lockers app on Disney premises
Technologies: Adobe XD, GoogleForms, InVision

EDUCATION

National Pedagogical University, Kiev, UA | Master's Degree: Foreign Languages and World Literature, 2009
University of California, Irvine | UX/UI Design Bootcamp, 2019
University of London, online | Brand Management , 2020

CERTIFICATIONS

- LinkedIn: Designing Emotion: How To Use Design To Move People, 2020
- LinkedIn: Online Marketing Foundations, 2020
- Red Hat Certified System Administrator (10/2017 – 10/2020)