



Joppe Dekker

UX Designer | Business analyst | Functional designer

Profile

I'm a UX Designer with a software design background.

Over the past 16 years I've seen all different aspects of the development process: gathering user and business requirements, designing, developing, testing, implementing and managing complex applications. I'm a certified Scrum Master.

I'm passionate about designing and testing user-centered products - whether it's a prototype or the final result.

I am currently looking for a new opportunity where I can combine my past experience with my passion for UX design.



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Working experience

2016 – 2017 Functional designer (DevOps), Vivat Verzekeringen

As a functional designer, I am responsible for creating and maintaining functional design specifications for multiple complex back office systems. I am part of a multidisciplinary DevOps-team focused on the maintaining complex back office applications.

Main tasks:

- Gathering and prioritizing internal (business) requirements from users, product owners, and other stakeholders
- Designing user interfaces, creating user flows and writing functional and technical specifications
- Develop and execute test cases for the functional acceptance tests
- Develop test cases for and coordinating the user acceptance tests
- Implementation of the changes

Projects:

- Application management and implementation of several Robotic Process Automation solutions

2009 – 2016 Functional designer, Vivat Verzekeringen

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Projects:

- Designing and testing the mandate system (SEPA)
- Designing and testing complex batch programs that create custom files for external parties
- Designing and customizing our departments Sharepoint site
- Introduction of Scrum methodology in our team

Certificates

UX Certified program

Careerfoundry

June 2018

Courses as part of this program:

- UX Fundamentals
- UX Immersion
- UX Specialization: Frontend development for designers

Professional Scrum master I

Scrum.org

December 2014

TMAP NEXT Testengineer

Exin

February 2014

ASL2

Exin

February 2017

Skills

- User-Centered Design
- Competitive Analysis
- Requirements engineering
- Information analysis
- User Personas
- Information architecture
- User Flows
- Wireframing
- Prototyping
- Functional specifications
- Technical specifications
- User acceptance testing
- Usability testing
- Preference testing



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Working experience

2002 – 2009 Application manager, SNS REAAL Groep

As an application manager, I was responsible for the functional application management of several complex back office applications (CRM)

Main tasks:

- Analyzing and solving problems
- Responsible for the change management
- Reviewing user flows, wireframes and functional specifications
- Develop and execute testcases for the functional acceptance tests
- Develop testcases for and coordinating the user acceptance tests
- Implementation of the changes

Education

2017-2018 UX Certified program, Careerfoundry

An intensive training program for UX Designers, specializing in UX process, methodology and skills like wireframing and prototyping

1997 – 2001 Bachelor's Degree Business economics, HES Amsterdam

HBO-Fulltime, business economics, specializing in Logistic Management

1990 -1997 HAVO and VWO, Da Vinci-college Purmerend

Courses

2016	Communicating in an assertive and self-confident way
2015	Exam training IREB Foundation
2013	Business- and Information analysis
2012	CMMI for development
2011	Functional design specifications for administrative systems
2010	Lean Six Sigma Yellow Belt
2005 – 2006	Several internal courses on Application management (ITIL, Testing according to TMAP, Querying with SQL)

Tools and methods

UX Tools:

- Optimal workshop
- Sketch
- Invision
- UsabilityHub
- Balsamiq

Methods:

- Scrum
- Waterfall
- Kanban

Incident/Change management tools:

- TFS
- ServiceNow

Data analysis tools:

- MS Access
- SQL

Volunteer experience

2008 – now Committee member Stichting Constant van Gestel Fonds and webmaster of www.stichtingconstantvangestel.nl

1999 – 2011 Writer for the glossy magazine Aniway. Writing reviews about Japanese animation, comics and computer games.

Hobbies and interests

Meetups, movies, board games, Virtual Reality, computer games, Japanese animation, comics and manga.