ROB KOVACS
UX/Product Designer

robkovacs.com   rob@robkovacs.com   (347) 948-4688   76 16th St, Apt 2, Brooklyn, NY

WORK EXPERIENCE

DOOR3, New York, NY
Senior UX Designer, Dec. 2018 - Feb. 2021

UX Designer, Feb. 2016 - Dec. 2018
Selected Clients: Ansell, Elsevier, Queens Library, NJIT, Zipari

- Led workshops with client stakeholders to generate and prioritize potential product features
- Managed, performed, and synthesized user interviews
- Developed and synthesized findings from card sorts
- Developed new information architecture for several complex web sites and applications
- Created wireframes for several complex enterprise products

Self-Employed, Brooklyn, NY
UX Design and Web Development, Aug. 2012 - Feb. 2016

- Completed heuristic evaluation of clients' existing sites, and made recommendations for improvements
- Performed competitive analysis of relevant sites in order to help clients learn from their competition
- Created site maps and wireframes to reflect recommended changes to client sites' information architecture
- Worked with visual designer to create design comps
- Developed client sites using the PHP-based Concrete5 CMS
- Trained and supported clients on maintaining their sites

AFS (previously Ross Computer Systems), New York, NY
Application Support Analyst, Jan. 2011 - July 2012

- Documented software installation and troubleshooting processes to decrease customer training and support time
- Gathered requirements for, designed, and tested a custom reporting module for one of Ross' largest customers

Accenture, Florham Park, NJ
Consulting Analyst, July 2007 - Oct. 2010
Selected Clients: Aetna, Time Warner Cable, Travelers, Verizon

- Built several reporting dashboards to help project teams and senior management quickly understand projects' status and changing timelines
- Worked with product managers to write and prioritize features based on testing, user feedback, and/or analytics

EDUCATION

General Assembly, New York, NY
Feb. - May 2013

- User Experience Design course (non-immersive)

Rutgers University, New Brunswick, NJ
Sept. 2003 - May 2007

- B.A. in Information Technology & Informatics; second major in Psychology

VOLUNTEER WORK

NYC UXPA, New York, NY
- Treasurer, 2018 - 2019
- President, 2017 - 2018
- Treasurer, 2016 - 2017
- Mentorship Program Dir., Jan. 2015 - Sept. 2017

ScriptEd, New York, NY
- Volunteer Educator, Oct. 2015 - June 2017

SOFTWARE SKILLS

- Figma
- Sketch
- Abstract
- InVision
- Zeplin

DEVELOPMENT SKILLS

- HTML
- CSS
- JavaScript
- PHP