For the "Executive Training Platform" project, I aimed to digitize an existing paper-based training program for executives, enhancing accessibility and reducing waste. I led the design and development of the platform, utilizing Node.js, PostgreSQL, and HTML/CSS, and integrated Box for file management. The project involved user workshops, stakeholder interviews, and extensive user research, which resulted in a successful minimum viable product (MVP) and positive user feedback.

Over three years, the platform expanded and underwent a major rework, transitioning to Vue.js and adopting IBM's Carbon Design System. This transition improved both performance and visual aesthetics. Key lessons learned from this experience included the importance of understanding user demographics, involving users in testing, and planning for future user experience improvements.

For the "KYC App for Banking" project, I aimed to develop an efficient Know Your Customer (KYC) process for the banking sector by integrating multiple data sources to create comprehensive customer profiles. I led the design and implementation of the solution using the Appian Platform. The project discovery involved conducting competitive analysis, stakeholder interviews, user research, and process mapping.

I designed user journeys, created prototypes, and structured the system architecture. We successfully delivered a Minimum Viable Product (MVP), carried out user testing, and presented the solution to major European banks, receiving positive feedback from internal assessments.

Key lessons learned included the importance of balancing minimal requirements, business goals, and process complexity, as well as emphasizing the significance of seamless data integration for enhancing user satisfaction.

For the "Secure HR Platform Transformation" project, I aimed to replace outdated, semi-manual processes managed through spreadsheets with a custom solution that ensured secure data handling, prioritized approval chains and emphasized data privacy. I led the design and served as a project manager for the development.

The project involved extensive discovery phases, including workshops, stakeholder interviews, user research, and process mapping. During the design phase, I created user personas, mapped user journeys, and developed prototypes using the Carbon Design System.

Despite facing challenges during development, we successfully delivered a minimum viable product that received positive feedback for its ease of use compared to the old system. Key takeaways from the project included the importance of addressing core user needs, the advantages of automatic verification for complex processes, and the necessity for customization in global applications.