Stéphanie Krus
Designer | Web Developer

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Skills

UX Design
User journeys
Story maps
Service blueprints
Prototyping
Wireframing

UX Research
Affinity mapping
Heuristic evaluation
Usability Testing

Tools
Sketch / Miro
GOV.UK Prototype kit
WordPress / Umbraco
Draw.io/ Diagrams,net

Frontend
HTML5 / CSS
JS / jQuery
Bootstrap
NodeJS / Git

Collaboration
Trello / Confluence / Jira
Agile / Scrum / Github
Leankit

Accessibililty
BrowserStack / WAVE
JAWS / NVDA
ZoomText

Languages
French / English - fluent
German / Gaelic - notions

Online Learning
Pluralsight
Codecademy
FutureLearn
Interaction Design Foundation

Education

BSc in Computing and IT - Honours (2:1)
October 12 - December 16 | The Open University
Fundamentals of Interaction Design, Software engineering

Interaction Design Foundation
May 17 - present | Online
My profile: **https://www.interaction-design.org/stephanie-krus**

Master in Cognitive Sciences
September 93 | Université Paris Sud (Paris XI) - France
AI - Psychology - Linguistic - Biology

Work

Service Designer
May 19 - present | Scottish Enterprise - Glasgow
Part of a team that drives development of new online services
Create user-focused digital projects by analysing data and conducting research sessions to identify key service needs.
Produce service blueprints, personas and user journeys for the design of end-to-end services.
Create HTML/CSS prototypes and improve them by working with product owners, researchers, copywriters and developers.

Digital Customer Experience Project Officer
September 18 - February 19 | East Renfrewshire Council - Barrhead
Raise awareness of Accessibility issues and how to solve them.
Advocate Design Principles and GOV.UK ways of working across all digital processes.
Customise the GOV.UK prototype kit with Council branding.
Create wireframes and flow diagrams.
Facilitate and organise User Testing with all types of participants including non native speakers.

Software Developer - UX Design
June 16 - September 18 | Ministry of Justice (CICA) - Glasgow
Assist the design, coding, and testing of technical solutions, while following the Government Digital Service guidelines.
Create high-fidelity prototypes used for usability testing.
Document the design decisions, persona, wireflows.
Design the guidance for the Customer Support members, to contribute towards their training and up skilling.
Use Agile and Scrum framework.

Achievements

Volunteering for Code Your Future
May 20 | Code Your Future - Glasgow group
Code Your Future is a non-profit organisation supporting refugees and disadvantaged individuals with the dream of becoming developers.
Helping with some of the classes (HTML, CSS, JS but also UX, Accessibility and other soft skills)

Working on a tool to improve digital skills
Feb 20 | Scottish Enterprise & East Renfrewshire Council
Prototyping existing forms from the GOV.UK and the council to use as support for classes organised by the council for refugees and other members of the community with low digital skills to learn and become more confident.
I've blogged about this project: **https://blog.chezleskrus.com/2020/05/06/improving-digital-skills-building-a-tool-with-the-govuk-prototype-kit/**

Introduce GOV.UK ways of working at East Renfrewshire Council
September 18 - February 19 | East Renfrewshire Council
Introduced the GOV.UK prototype kit and code high fidelity prototypes of forms for user testing. This was a completely new way of working.
Facilitate and organise User Research sessions and user testing with various users, including non native English speakers, refugees and homeless participants for various housing application forms and a Primary 1 enrolment form.
Work with the Education, Housing and Environment departments to **explain the design rationale** of new online forms to replace previous paper processes. Manage expectations and liaise with IT to meet tight deadlines. Advocate for **Service Design** instead of simply translating a paper form to website form.
Raise **awareness of accessibility problems,** how to take these into account and how to solve them.
Create presentations and **train colleagues** about Design principles and Accessibility issues.
Test forms, maps and other form components to ensure **browsers compatibility, avoid accessibility issues** and make sure **progressive enhancement** is as good as possible.

Advocating for an Agile and User Centred approach for the Digital Transformation of the CICA Online Service
June 16 - August 18 | Criminal Injuries Compensation Authority - Glasgow
On board since the **Discovery phase** in July 2016, in a team where most members were new to Agile and User Centred Design. I took part in creating the **service blueprints, persona, journey maps, User Research activities** during the Discovery phase. All along, I **provided guidance, documents and presentations** to understand the various artefacts for the design, the **Scrum framework**, how to use new **collaboration tools** (JIRA, Confluence, Slack) and some technical aspects of our work.

During the **Alpha phase**, I was more focussed on working on the **prototypes,** designing **usability testing** sessions with our User Researcher, **analysing and improving our design based on users' feedback.** The prototypes were also used as a **communication and presentation tool of our design solutions to various stakeholders** (Management, internal users, Victims Supports groups). This contributed to the promotion of our new ways of working when building a service with the users.

During the **Private Beta phase**, working very closely with our Content Manager, Service Designer, and User Researcher, I went on prototyping but also did more in terms of **Inclusive Design**, working to find solutions for **assisted digital users**, writing guidance for the Customer Support Staff, organising their training and up skilling. I also tested our digital service with **assistive devices.**