Stéphanie Krus
Designer | Web Developer

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Skills

UX Research
Affinity mapping
Heuristic evaluation
Surveys / Google Analytics
Usability Testing

UX Design
Journey map
Sketching
Wireframing
Prototyping

Tools
Sketch
GOV.UK Toolkit
Sketchbook & Sharpies
WordPress
Draw.io / Landbot.io

Frontend
HTML5 / CSS / JS / jQuery
Bootstrap / EJS / Angular
NodeJS / Git / Cucumber

Collaboration
Trello / Confluence / Jira
Agile / Scrum / Github

Accessibililty
BrowserStack / WAVE
JAWS / NVDA / ZoomText

Languages
French / English - fluent
German / Gaelic - notions

Online Learning
Pluralsight / Codecademy
FutureLearn / Udemy
Interaction Design Foundation

Education

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

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

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

Work

Digital Customer Project Officer
Sep' 18 - present | East Renfrewshire Council - Barrhead
Identify, prioritise online customer service developments and process design improvements.
Ensure strong user experience design standards are implemented across all digital processes.
Create wireframes to outline process design, structure and layout.
Work with user researcher and digital content officer to identify customer insights.
Support with training and education of new and improved processes.
Support the requirement to challenge existing business practices in alignment with the Digital Customer Experience standards and design principles.
Support the implementation of chatbot/artificial intelligence functionality

Software Developer - UX Design
June 16 - Sep' 18 | Ministry of Justice (CICA) - Glasgow

Assisting the design, coding, and testing of technical solutions, while following the Government Digital Service guidelines.
Working on the high-fidelity prototype used for usability testing.
Creating the documentation of design decisions, persona, wireflows.
Maintenance of project documentation on Confluence.
Writing guidance for the Customer Support members, to contribute towards their training and up skilling.
Using Agile and Scrum framework.

Achievements

Best Design App of the Month
June 16 | By MIT App Inventor
Prototype of a mobile application 'Planning green changes' to help users learn about raising chickens, recycling water, growing their food and solar energy (IT degree project) - No coding.
http://going-green.chezleskrus.com/about

First Medium Story at the IDF request
15 June 18 | For The Interaction Design Foundation
The IDF contacted the 1% top performers in their courses and asked if we could write about our experience while studying with them. https://medium.com/@stphaniekrus/how-to-train-in-ux-even-if-you-cant-get-funding-from-your-employer-94b352a3f8c6

Advocate GDS ways of working at East Renfrewshire Council
September 18 - present | East Renfrewshire Council
Introduced the GDS tool 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.
Raise awareness of accessibility problems and how to take these into account.
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 | Ministry of Justice (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'm also testing our digital service with assistive devices.