

# Stéphanie Krus

Designer | Web Developer

Web: [stephanie.chezleskrus.com](http://stephanie.chezleskrus.com)

Email: french@chezleskrus.com

## 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

### Accessibility

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 Experience Project Officer

Sep' 18 - Feb' 19 | East Renfrewshire Council - Barrhead

Raise awareness of Accessibility issues and how to solve them  
Advocate Design Principles and Government Digital Service (GDS) ways of working across all digital processes  
Introduce the GDS toolkit to create and code High Fidelity prototypes with Council branding  
Create wireframes and flow diagrams  
Facilitate and organise User Testing with all types of participants including non native speakers  
Work with IT to ensure cross browsers / devices compatibility and progressive enhancement  
Identify, prioritise online customer service developments and process design improvements

### 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 - Feb' 19 | 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** 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 | 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**.