

Stéphanie Krus

Designer | Web Developer

Web: stephanie.chezleskrus.com

Email: french@chezleskrus.com

Education

Interaction Design Foundation

May 17 - present | Online

Over 15 courses completed including one about accessibility

BSc in Computing and IT - Honours (2:1)

October 12 - December 16 | The Open University

Fundamentals of Interaction Design, Software engineering

Master in Cognitive Sciences

September 93 | Université Paris Sud (Paris XI) - France

AI - Psychology - Linguistic - Biology

Work

Senior Service Designer

July 21 - present | Sopra Steria - Edinburgh

Lead the Service Design activities on projects, mentoring colleagues and clients.

Reflect on and improve our Service Design discipline, shaping the tools and approaches we use on a regular basis.

Be an active member of the design team, supporting the wellbeing and development of its members, and contributing to its strategic growth and direction.

Contribute to the creation of case studies, tender responses and client proposals, to help showcase the team and bring new work in.

Service Designer

May 19 - July 21 | Scottish Enterprise - Glasgow

Part of a team that drives development of new online services.

Create user-focused 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.

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.

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. I'm helping with the classes (HTML, CSS, JS but also UX, Accessibility)

Practitioner Stories

Jun 20 | A self-initiated research project exploring service design practice

Working with 2 other service designers. We are collecting stories of Service Design in the public and third sector in Scotland. We interviewed and discussed with 15 practitioners in how to better support, grow and build the service design community in Scotland.

You can learn more about this on our website: stephanie-k.github.io/practitioner-stories/

Creating on a tool to improve digital skills

Feb 20 | As a volunteer for 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: blog.chezleskrus.com/2020/08/01/improving-digital-skills-a-tool-using-the-gov-uk-prototype-kit-part-2/

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. 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**.