SYLVIE DONATIEN

UX DESIGNER

Detail-oriented, empathetic, improvement seeker, passionate about solving problems for people through intuitive and simple design. Creative and experienced Software Engineer with expertise in large and multicultural company, freshly transitioned to UX Design. Dedicated to making technology accessible and useful for all. Simplifying, optimizing, adding joy and value, going further together rather than faster alone, designing for people, with people.

EXPERIENCE

● FEAMZY | Remote

UX DESIGNER / FRONT-END DEVELOPER | 2021

Designed and developed key features in social mobile app for parents using Adobe XD, TypeScript, Angular, Ionic, and Sass while simplifying app user experience and refactoring source code.

- Enhanced onboarding and registration user experience by identifying pain points through user journey mapping, and stats monitoring of 1K+ users, prototyping in Adobe XD, testing, and coding preferred solutions.
- Reorganized 100+ assets into Design System in Adobe XD, including colors, typography, iconography, multi-state components, easing changes, speeding up designs, and achieving visual consistency.
- Restructured existing source code by refactoring duplicated code into reusable components and reorganizing Sass code, using 7-1 architecture pattern.
- Created and presented designs of 20+ screens for desktop and tablet with Adobe Comp and Adobe XD.

● AMADEUS NORTH AMERICA | Greater Boston, MA

LEAVE OF ABSENCE | 2020 - 2021

Participated in Voluntary Leave of Absence Program proposed by Amadeus North America, reducing economic impact of COVID-19.

- Enrolled in 6-month Google UX Designer Certificate Program, applying best practices of UX design, including user research, problem statements, ideation techniques, prototyping, testing and iterating, for creating mobile app.
- Learned UX design by registering in 10+ Interaction Design Foundation UX courses.
- Studied Front-End development by enrolling in LinkedIn Learning and Udemy courses: Web development in HTML, CSS, JavaScript, JavaScript frameworks Angular and React, a11y, TypeScript, Sass, and Material Design for Angular.
- Designed and coded personal projects and websites for nonprofit local associations, using HTML, CSS, JavaScript, TypeScript, Angular, React, Sass, Firebase, Wordpress and git.

PRINCIPAL SITE RELIABILITY ENGINEER (SRE) | 2020

Defined, enhanced, and evangelized Site Reliability Engineering (SRE) methodologies.

- Fostered SRE local community of about 30 members, sharing SRE best practices and tooling.
- Improved usability of services tapped into by 30 SRE, applying service design principles.
- Created 10+ video tutorials and guides for sharing knowledge and accelerating onboarding of newcomers.

SENIOR SITE RELIABILITY ENGINEER (SRE) | 2018 - 2020

Migrated legacy applications to Cloud platforms using Docker, Red Hat OpenShift, Couchbase, and Kafka.

- Increased local team's productivity by restructuring work and acting as local Scrum Master in Scrum team distributed across 3 time zones, USA-France-India.
- Improved collaboration and communication between 4 teams in 2 time zones, USA-France, by encouraging use of cameras in calls, scheduling regular checkpoints for sharing progress, making sure documentation was up-to-date, and setting up persistent communication channels for asking for help, sharing tips, best practices, and local news.
- Deployed monitoring and logging centralization for 2 Cloud applications with Prometheus, Splunk, and Grafana.
- Automated deployment to Cloud, using Docker, Jenkins, Python, and bash scripts.
- Provided mentorship to 3 associate engineers, accelerating performance and engagement.

CONTACT

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LANGUAGES / FRAMEWORKS

JavaScript (ES6), TypeScript
HTML, CSS / Sass
Python
Angular
Ionic
Wordpress
React
Gatsby

TOOLS

Git
Docker
Visual Studio Code
Adobe Creative Suite
Zeplin
Figma

SKILLS

French (Native), English (Fluent), Spanish (Basic)
Communication
Collaboration
Optimization

EDUCATION / CERTIFICATION

Master of Computer Science and Engineering
Minor in Philosophy, Technology, and Cognition
University of Technology of Compiegne, France

Google UX Design Certificate
Coursera, October 2021

Interaction Design Foundation
User Experience for Beginners
UI Design Patterns
Human Computer Interaction
Design Thinking
Creativity

LinkedIn Learning
Web Development

EXPERIENCE (continued)

AMADEUS NORTH AMERICA | Greater Boston, MA

SENIOR SOFTWARE ENGINEER | 2015 - 2018

Enhanced flight services using C and Java and built and shipped ReST APIs for community of developers.

- Conceived and built 3 ReST Flight Search and Shopping APIs for Amadeus for Developers community.
- Built orchestrator in Java to decrease response time by leveraging precomputed data over live data.
- Implemented slider feature in Miles & Cash conversion engine in C, easing flight booking checkout process for people flying Lufthansa by enabling customers to pay for flights in full or in part with award miles.
- Collaborated as Scrum Master in Miles & Cash project for Lufthansa.

SOFTWARE ENGINEER | 2014 - 2015

Wrote quality code in C for Flight Search, Shopping, and Pricing core engine.

- Implemented proof-of-concept in C of Flight Shopping product based on precomputed data for United Airlines.

AMADEUS | Sophia-Antipolis, France

SOFTWARE ENGINEER | 2011 - 2014

Developed new features for airlines in e-Commerce booking components in Java.

- Enriched 4 SOAP APIs, meeting critical needs to more than a hundred airlines.
- Wrote functional and technical documentation, showcased products to airlines and provided support during implementation phase.

SOFTWARE ENGINEER | 2006 - 2011

Developed and maintained data caching services for Flight Search, Shopping, and Pricing products, serving billions of requests per day.

- Accelerated feature development and improved legacy code maintainability by implementing plug-in architecture in C.
- Migrated fares data from Unisys databases to Relational Database Management System databases, easing decommissioning of costly Unisys mainframes and enabling adoption of Open-Source technologies.

INTERESTS

Travel

Member of Boston Area Gleaners: Harvesting Surplus Farm Crops and Nourishing Local Families

Building Websites for Non-Profit Local Organizations

Foster Cat Parent with The Cat Connection, a Cat Rescue Association in Greater Boston