

## SUMMARY

With a robust background as a User Experience specialist, I bring 14+ years of expertise in driving companies towards strategic objectives while prioritizing enhanced product experiences for end-users.

I foster a pervasive user-centric culture, facilitating seamless collaboration across departments and integrating design frameworks within the development process. My hands-on experience encompasses a full range of UX design practices, from research to delivery, all underpinned by data-driven decision-making.

Additionally, my expertise in team building and leadership ensures high-quality results from design and multidisciplinary teams.

My strategic perspective on design emphasizes its critical role in driving business success, leveraging research to inform product strategies and implementing cost-effective prototyping methods to improve the product's utility.

I firmly believe that a well-executed design strategy is a powerful asset that significantly enhances the competitive positioning of any business.

## WORK EXPERIENCE

2021-2024

### Head of Experience Design

at Wizeclub Education, Remote

- Defined the strategic direction and vision for the design of online education products
- Championed user-centred design principles and methodologies
- Collaborated with product and engineering to develop a cohesive product strategy and roadmap
- Conducted user research, usability testing to gain insights into user behaviour, pain points
- Utilized research insights to drive iterative improvements to online education products
- Designed effective information architecture, taxonomy, and navigation to enhance findability
- Utilized analytics to identify areas of opportunity and continuously improve the product
- Conducted accessibility testing and promoted inclusive design practices

2019-2021

### Head of User Experience

at C6mon Agency, Remote

- Collaborated on product vision, strategy, and roadmap
- Reviewed product's architecture, usability to identify challenges and opportunities
- Translated business requirements and user needs into wireframes, prototypes, and designs + specs
- Oversaw production of UX documentation, including site maps, IA, user profiles, user flows
- Leveraged data to inform the strategy
- Integrated Design into Development, accelerated iteration cycles, reduced development costs

2018-2019

## Design Director

at **Kortext**, London, UK - Hybrid

- Conducted extensive initial user, product and competition research, evaluating the current landscape, identifying areas for improvement, and delivering a comprehensive two-stage Design and Product strategy:

1. *UXD Baseline phase* ensured **usability** across all platforms;

2. *UXD Competitive Advantage phase* gradually added **utility** to the product,

- Built and led a team of talented designers
- Steered the creation of an effective user-centred design process, streamlined workflows
- Partnered with senior Product Management and Engineering leads on product strategies
- Enhanced collaboration between the Design, Product and Engineering teams
- Facilitated cross-functional synergy and alignment to deliver features that addressed user needs
- Oversaw implementation of both quantitative and qualitative research methodologies
- Employed user profiles to tailor experiences to specific preferences, contexts, and limitations
- Employed prototyping, gathering early feedback from developers and users to refine designs
- Oversaw development and maintenance of UI design style guide and brand guidelines
- Established regular design talks, presentations to foster a user-centred culture
- Presented design rationale, advocating for users
- Ensuring alignment of user needs and business goals.
- Facilitated design reviews with stakeholders to gather feedback, align team efforts

2017-2018

## User Experience Design Lead

at **KPMG**, London, UK

- Led UX initiatives across consulting cases with prominent banking, oil and gas companies
- Led multi-disciplinary teams through full product development cycles, from discovery to delivery
- Collaborated with client's stakeholders and SMEs to ensure alignment with user-centric objectives
- Applied varied levels of UX engagement across projects, to suit requirements and constraints
- Transformed user and stakeholder research insights into actionable strategic recommendations
- Presented ideas and solutions to stakeholders, advocating on behalf of the user
- Mentored and coached mid-level and junior designers, fostering their professional growth

2015-2017

## User Experience Lead

at **RefME (acquired by Chegg, Inc.)**, London, UK

- Oversaw the delivery of **the most popular citation generator in the world**
- Introduced user-centric approach
- Collaborated with Head of Product to set up an Agile workflow
- Built Design team, formalized Research and Design processes
- Championed integration of Design and Engineering disciplines, to increase productivity, motivation
- Led Design efforts on projects including:
  - development of a standalone web service for automated citation generation
  - comprehensive redesigns of iOS and Android applications to drive user activation

- optimization of website conversion pathways
- researching and introducing new features for the Beta program
- delivering analytics and user-management dashboards for B2B clients
- and others
- Conveyed insights, ideas, and strategic rationale to internal teams and stakeholders
- Design team research methodologies included:
  - Qualitative analysis (user interviews, observational studies, usability testing, etc.)
  - Quantitative assessments (user surveys, A/B testing, heatmaps, user metrics, data)

**2012-2015**

## **Head of User Experience**

at **Lifecake (acquired by Canon Inc.)**, London, UK

- Joined as **first employee**, helped company grow to the **successful acquisition by Canon Inc.** in 2015
- Played a role in shaping company's trajectory, including product design, referral, premium programs
- Helped to build user-centric applications across various platforms
- Conducted user & usability research, competition analysis
- Worked on IA, wireframing, prototyping, UI & IxD for Web, desktop apps (Win, Mac), phones & tablets
- Worked on content strategy, copyright
- Delivered brand identity
- Worked on social media promotional projects
- Worked on design for print
- Created and edited videos

**2013**

## **UX Consultant**

at **Playenable**, London, UK

- Consulted on UX Strategy
- Worked on redesigning desktop and mobile experiences
- Streamlined onboarding
- Conducted user testing, interviews, usability evaluation
- Delivered wireframes, prototypes, design specs
- Increased user engagement and retention ratios

**2011-2012**

## **UX/UI Designer, Graphic Designer**

**Freelance**, London, UK

In 2011-12 worked on a variety of freelance projects covering user & usability research, wireframes & prototypes, mobile UI, desktop apps, IxD, visual design, web design, HTML/CSS, branding, concepts, graphics, logos, print design.

Clients included: London Business School, Quality Hotel, Sportalise, Maogma, Flatclub.

**2010-2011**

## **UX/UI Designer**

at **Ambulatoria**, Remote

- Researched, designed and built the company's first website
- Worked on branding, corporate identity
- Organized complex information architecture into intuitive and findable taxonomy and navigation
- Worked on print design, advertising materials
- Employed various research techniques (interviews, surveys, open and closed card sorting, task analysis, usability testing, A/B testing, first click testing)

## **EDUCATION**

**2012**

### **Graphic Design, BA Hons**

at **Kingston University**, London, UK

## **ADDITIONAL EDUCATION**

**2015**

### **Human-Computer Interaction**

an online course

**2014**

### **Principles of Design**

an online course

**2010**

### **Web Design**

HTML, CSS, JS course

## **INTERESTS IN LIFE**

Noticing bad designs in the world and immediately telling others around me about it, sometimes even suggesting solutions. Reading authors like Vonnegut and Bukowski, and Seneca, and so on. Listening to music like The Smile, Broadcast, early Tame Impala and Portishead. Cycling to work and to the beach. Running, hiking, skiing, windsurfing, kiteboarding. Changing things.

## **PEOPLE SAY**

I am a good communicator and have strong business acumen; am always happy to provide guidance and help; share knowledge; encourage discussion and new ideas among the team; reach goals and stick to deadlines. People say they like working with me.