

LENKA WALLACE

MBA

UX Designer driven to create, improve and deliver user experience by implementing UX processes from research to release.

+44 (0) 75 6314 6866

lenkawallace.ux@gmail.com

https://www.linkedin.com/in/lenka-wallace-965aa958/



EXPERIENCE

Freelance UX Designer

L's Concept Ltd

07/2018 - Present

London, UK

Helping small to medium sized companies to create, improve and deliver user experience of their website and mobile platforms that effortlessly let their customers to accomplish their goals.

- Responsible for delivery of impactful designs from research to release using UX process.
- Conducting effective interviews and surveys to identify real human needs, and leverage those insights to guide through the design and testing processes.
- Developing personas, user scenarios, customer journeys and storyboards.
- Creating mid to high fidelity prototypes using sketch, and making them interactive with inVision.
- Understanding how to work with clients, manage expectations and set up workflows that deliver the results clients are looking for.
- Incorporating a range of industry research methods and approaches to understand and validate the expectations of users.
- Creating efficient channel between developers and designers by using appropriate Information Architecture and clear communication.
- Using various user testing methods to help inform the optimization of the designs to create more effective experiences.

Project Manager / PMO Manager

Royal Bank of Scotland

03/2017 - 11/2018

London, UK

Regulatory programme - To ring-fence the retail customers from the investment division to protect the UK economy from a repeat of the Financial Crisis.

- Led a team of 2 resources
- Set up project governance within a tight time-frame by creating detailed, user-friendly processes as well as enhancing existing procedures and implementing control measures to ensure accuracy. Demonstrated ability to build strong and lasting stakeholder relationships.

MOST PROUD OF

Speaker at the Project Management Conference

06/2018

London, UK

Presented "Agile PM/PMO in Action" to 100+ audience

Training & Coaching

Run group and individual trainings on a new version of PlanView for colleagues within the project which improved the visibility of project RAIDs and resulted in more efficient mitigation plan.

Career Change

Being able to challenge myself and learn something brand new to me. Stepping out of my comfort zone and start a very new direction in my life with a great set of transferable skills. More importantly, do what I love. UX.

KEY SKILLS

Work Ethic

Project Management

UX Design & Creativity

Teamwork

Problem Solving

Stakeholders Management

Leadership

- Successfully supported dress rehearsal implementations and live event by initiating and driving schedule of events and liaising with operations, technical and other teams to deliver automated data migration of customer records. With a strong attention to detail, understood and drove the process to meet the business objectives and goals.
- Identii-ed the need for and successfully implemented under a tight timeline, a text messaging facility required for alert messaging over the dress rehearsal implementations to provide more user-friendly, timely, and cost-ei-€ective noti-cations to the various teams involved in delivery. RBS is trailing this facility with other teams and projects.
- Managing workstream governance and wider plan in MS Project; tracking and monitoring milestones and dependencies against the programme goals as well as resource usage and ensure an optimised allocation based on the project lifecycle.
- RAID Management in PlanView including identifying inter/internal/external dependency management as well as escalating risks and issues promptly and ei-€ectively.
- Managing change control procedures and supporting assurance and audit activities to ensure adherence to project compliance.
- Following P3M (Portfolio, Programme, Project Management) methodology and Records Management best practices.

Project Manager / Lead PMO

Royal Bank of Scotland

10/2014 - 02/2017 London, UK

Business Transformation programme - To create an independent Williams & Glyn Bank on the High Street. Part of delivery team with focus on business testing and proving.

- Led a small group of on- and off-shore resources and reported to the Head of Programme.
- Successfully implemented best practices of records management following the P3M methodology (Portfolio, Programme, Project) under tight timelines with limited resources. Conducted the task to reconcile over 20 thousand i-les identii-ed since October 2012 in order to achieve programme compliance and a successful external audit.
- Provided programme and project level reporting including: budgeting; change control; records management and risk management within PlanView; and workstream HR management.
- Liaised and reviewed month end project i-nancials with senior Change Manager which included resource and i-nancial forecasts, as well as justii-cation for variances between approved budget and actual plus projected spend.
- Undertook quality assurance on metrics in Planview which include reporting, RAG status, milestones, risks and issues, forecasting and governance packs throughout the programme and projects to ensure adherence to project compliance within the International Banking Change.

Project Manager

Financial Software Limited

EDUCATION

MBA - Business Administration

Newport International University

2010 - 2012 USA

BSBA - Business Administration

City University of Seattle

2006 - 2009 USA

CERTIFICATION

User Experience Design

RED Academy

2019

PRINCE2

Greenwich Community College

2013

Academic ESL Completion Certificate

City University of Seattle

2005

Cambridge First Certificate in English

Wiltshire College

2004-2005

TECHNOLOGIES

Sketch

InVision

Adobe Xd

Marvel

HTML5

CSS

MS Project

PlanView

Sharepoint

MS Office

SAP (iPower)

Oracle (Procurement)

Procreate

LANGUAGES

English

Proficient

Slovak

Native

 11/2013 - 10/2014

 London, UK

Data Migration / Software implementation projects

Project Manager

Lloyds Banking Group

 06/2013 - 10/2013

 London, UK

Business Change Programme (Verde Programme)

Junior Project Manager

Royal Bank of Scotland

 09/2012 - 06/2013


 London, UK

A Major Deal Compliance / Business Change Programme (Rainbow programme)

Project Support Lead

Amazon

 07/2011 - 07/2012

 Slovakia, Ireland

Software Implementation Projects

Project Quality Assurance

Ministry of Home Affairs (Home Office)

 09/2009 - 06/2011

 Slovakia

ID Migration project

References upon request

Czech

Native

Russian

Beginner


PASSIONS



Modern Calligraphy & Design



Travelling and exploring new cultures with family & friends.



Reading detective and fantasy fiction as well as journals about start ups and entrepreneurs and digital media about UX and UI designs & solutions.



Sports - Martial art Aikido; Boxing; Skying; Yoga; Zumba