

Stéphanie Krus

Designer | Web Developer

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Skills

UX Research

Affinity mapping
Heuristic evaluation
Surveys / Google Analytics
Usability Testing

UX Design

Journey map
Sketching
Wireframing
Prototyping

Tools

Sketch
GOV.UK Prototype kit
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)

December 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

September 93 | Université Paris Sud (Paris XI) - France
AI - Psychology - Linguistic - Biology

Work

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 Government Digital Service (GDS) ways of working across all digital processes
Introduce the GDS prototype kit 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 - September 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

Introduce GDS ways of working at East Renfrewshire Council

September 18 - February 19 | East Renfrewshire Council

Introduced the GDS 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 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. 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.

First Medium Story at the IDF request

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>

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 also tested our digital service with **assistive devices**.

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>