

# 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 Toolkit  
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)

Dec' 16 | The Open University  
Fundamentals of Interaction Design, Software engineering

### Interaction Design Foundation

Since May 17 - present | 16 UX Design courses studied  
My profile: <https://www.interaction-design.org/stephanie-krus>

### Master in Cognitive Sciences

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

## Work

### Digital Customer Project Officer

Sep' 18 - present | East Renfrewshire Council - Barrhead  
Identify, prioritise online customer service developments and process design improvements.  
Ensure strong user experience design standards are implemented across all digital processes.  
Create wireframes to outline process design, structure and layout.  
Work with user researcher and digital content officer to identify customer insights.  
Support with the training and education of new and improved processes.  
Support the requirement to challenge existing business practices in alignment with the Digital Customer Experience standards and design principles.  
Support the implementation of chatbot/artificial intelligence functionality

### Software Developer - UX Design

June 16 - Sep' 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

## 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>

## First Medium Story

15 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 - present | 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'm also testing our digital service with **assistive devices**.

This is an on going project and my actual position.