

Jan Kubec Senior UX Designer

+447516165705 | jan@kubec.com | <http://jan.kubec.com>

Profile

I have more than six years experience in designing digital solutions for people across different industries. I worked on successful digital products used by millions of people every day as well as internal applications for employees.

I do enjoy creating smart solutions to enhance the user experience, reduce user errors, simplify daily tasks and contribute to the production of high-quality products using my empathy skills and never-ending desire to make life easier and people happy.

UX Skills

- User Research (Qualitative and quantitative data research)
- Information Architecture Design
- Interaction Design (Wireframes, Interactive Prototypes)
- Usability testing (Remote or Face To Face - moderated/unmoderated)

Education

Master's degree - Electrical Engineering and Informatics, Czech Technical University in Prague, 2009

Bachelor's degree - Computer Science, Czech Technical University in Prague, 2007

Certification

UX Certified, Nielsen Norman Group, (UXC# 1006881)

Interaction Design Specialty, Nielsen Norman Group

Gamification, University of Pennsylvania, Coursera

Human Computer Interaction, University of California, Coursera

Working experience

Black Swan Data, Lead UX Designer (January 2018 - Present)

As a part of a newly created team for new Avionics Electronic Point Of Sale (EPOS), I was privileged enough to set-up a complete design process and fit it into agile project delivery. Based on the process I was also responsible for client-facing presentations and communications (incl. conducting User Research and Usability Testing sessions).

During the work, I was able to put myself into our personas' shoes many times. For example, I've spent a night at London Gatwick Airport to understand and map-out the catering staff workflow while off-loading and up-loading aircraft. Also, I spent some time on board flying with easyJet crew to observe and capture EPOS related insights at the context of their work. The research insights well communicated to the project team helped to understand and prioritise features during the delivery phase.

Working closely with business analysts we were shaping business requirements, merging them with the real user workflows. There was also an additional value while describing acceptance criteria and new solution functionality to developers.

The iterative process of designing ideas and testing prototyped solutions with real users before the development helped us get project stakeholders' and crew feedback early to avoid additional development costs.

Together with the team, we delivered successful, an easy-to-use mobile product that helps crew and Gategroup catering staff to deliver amazing onboard service to passengers.

The big part of the project was to set up KPI measurements to prove better UX versus old solution. Based on the nature of the product Time on Task metrics was used to get usage efficiency insights and User Feedback provides quantitative data to inform about satisfaction trends. All quantitative data outputs were used for data-informed (not driven) decision and used as an input for further qualitative studies (ie. usability testing session).

PulseLive, a SONY Company, UX Designer (October 2015 - December 2017)

Through close collaboration with clients, their customers (users), internal creative and development teams I ensured delivery of the best user experience.

My passion for understanding user problems and discovering possible solutions led to adding quantitative and qualitative user research to the company's agile project methodology.

As a member of a creative team, I enjoyed sketching, designing wireframes, creating interactive prototypes and creating VUI prototypes to test the usability with users.

When I joined Pulselive, I was the only UX designer in the company responsible for research and design of Premier League mobile application. With a team of visual designers and mobile developers, we created a product which had over 3 million downloads in the first month (iOS, Android) and was the most popular application in the UK on the Apple app store.

As a UX lead, I provided support and guidance to my new colleague. Together we worked on different projects for International Cricket Council, England Cricket Board, World Rugby, Expedia, London Athletics, Nike, Leicester FC and Barcelona FC.

Thanks to my interest in new technology and approaches that bring efficiency and simplicity to users we were able to offer new VUI and VR applications to our clients. Data-informed methodology brought additional insights to support decision making, identify pain points and plan further improvements to projects.

CGI (formerly Logica), Lead UX Designer (December 2012 - October 2015)

In CGI CSEE I introduced agile, iterative design stream to the corporate waterfall project methodology. I also supported sales channels to communicate UX advantages to customers.

I led client analysis workshops, talked to users to understand and identify problems.

I communicated research and design ideas to customers and other project stakeholders using UX deliverables (personas, user stories, user journeys, site and data structures, wireframes, mockups, usability testing reports, etc.). In a short period, UX team has grown to 4 members.

CGI (formerly Logica) Technical Consultant, UX Designer (July 2011 - March 2013)

I joined the company in 2011 (before CGI acquisition) as a Technical consultant and later evolved into a UX Designer. I mostly worked in Telco sector for companies like Telefonica or T-mobile. I worked on client-side, and I was preparing detailed functional and technical specifications. My responsibility was to design feasible solutions and present them to clients.

Recent Project at Black Swan Data

- Gategroup (Leading Avionics Catering provider), EPOS (Electronic Point Of Sale) for Avionics - delivering for easyJet, Virgin Australia

Projects at Pulselive

- Premier League, Mobile application & website
- Premier League, Match Manager, Website & native iOS app
- Pulselive CMS, Product design - Responsive website
- Leicester FC, Responsive website
- Multiple clients, Voice & Chatbot experience
- Barcelona FC, Mobile application & responsive website
- Internal Product, Pulselive CMS Redesign
- Nike, Ball Hub, Responsive website
- Sport OTT platform, Video Experience
- World Rugby, Responsive website
- International Cricket Council, Responsive website & native mobile application

Projects at CGI

- Shell, eRoad Services responsive web portal
- Societe Generale Finance Equipment, Salesforce CRM
- CMSS, Analysis of CRM & Application for Sales channel
- TLV, GPS dozor web application
- The Pub, The Pub World mobile application
- CGI, Internal responsive web portal for CGI employees