

Jessica Janowiak

Senior UX Designer in Philadelphia, PA

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About

User experience (UX) is more than design. It's about solving problems, transferring information, and engaging users.

Skills

- User Experience
- UI/UX Design
- Information Architecture
- Contextual Inquiry
- User Research
- Prototyping
- Wireframes
- Responsive Web Design
- Iterative & Agile Approach
- Adobe Creative Suite
- Figma
- Zeplin
- Bootstrap, Material UI, etc
- HTML
- CSS + Less
- JavaScript
- Git

Education

Drexel University

MS, Information Systems

- Focus on Human Computer Interaction
- Upsilon Pi Epsilon Honor Society
- Healthcare Informatics Certificate

Drexel University

BS, Digital Media

Professional Experience

● Communnally (formerly Solutions for Progress)

Senior UX Designer | 05/2016-05/2019

- Created mobile-first concepts that improve engagement over time.
- Designed concepts and flows using requirements, competitive, and user research on a product that has been used by more than one million people.
- Led team to present UX wireframes, prototypes, and ideas to stakeholders.
- Investigated user trends and usability issues to shrink abandonment rate and improve net promoter score to 84.
- Collaborated with engineers on front-end development of user interfaces to bridge the gap.
- Represented voice on UX in strategizing for the future growth of flagship product, encouraging the user-centered design approach.
- Developed a custom theme for a CMS-based marketing website during a rebrand, making the workflow more efficient for copy editors.

● Communnally (formerly Solutions for Progress)

User Experience Design Specialist | 11/2009-05/2016

- Designed user interfaces to conform to client and user goals and needs.
- Prototyped new designs and made iterative changes.
- Recruited users for beta period and evaluated users' ability to do basic, common tasks.
- Observed users in context to discover cultural insights and changes needed to site.
- Gathered user feedback via surveys, data mining, and customer service information to better align products to user needs.
- Developed the front-end of responsive websites in HTML, CSS, and jQuery.
- Performed heuristic evaluations on new features in products.

● National Board of Medical Examiners

Internet Services Assistant | 02/2007-03/2009

- Redesigned web pages for accessibility and cross-browser issues.
- Managed content for web pages.
- Designed user interfaces for web pages.
- Fielded desktop help desk questions.

● Drexel University

Interactive Designer @ Table Matters | 08/2008-01/2009

- Created initial page designs for launch of online magazine.
- Scripted and implemented CSS for layouts within story pages.
- Researched and used stock and creative commons images for use on site.
- Designed image teasers to gain interest in prominent articles.