

Patryk Ploszaj User Experience Designer

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I am a User Experience Designer with a background in Human-Computer Interaction, Computer Science and Arts. I specialize in conceptual design, interaction patterns, prototyping and visual design. My experience in this role ranges from projects focusing on interactive education and personal growth, to e-commerce solutions serving millions of customers across the globe.

Education

- 2003 – 2008 **DePaul University, Chicago, IL**
- M.S, Human-Computer Interaction, 2008
 - B.S, Computer Science (Concentration in Telecommunications), 2005

Experience

- January 2013 – Present **Sears Holdings Corporation, User Experience Designer**
- Defined the user experience framework of an in-store Kiosk application from scratch
 - Helped enhance the mobile experience for ShopYourWay.com
- February 2012 – December 2013 **Walgreen Co., User Experience Designer**
- Defined and delivered enhancements of various aspects of the online and Kiosk experiences of Walgreens Photo
 - Delivered a redesign of a \$250M online shopping cart and checkout
 - Performed a technical assessment of a content management system and delivered innovative custom development solutions based on the findings (HTML, CSS, iQuery)
- Dec.2010 – January 2012 **W. W. Grainger, User Experience Designer**
- Employed User Centered Design methodologies during a multi-stage redesign initiative of www.grainger.com, an e-commerce website offering over 900K products and serving industrial supply needs of over 2 million customers across the globe
 - Responsible for redesign of procurement, management and customer service features of the site
- May.2010 – Dec.2010 **Deloitte Consulting LLP, User Experience Designer**
- Led UX efforts in the design of a Customer Relationship Management application serving customer service and sales representatives within OfficeMax's internal community
 - Helped increase agent productivity by 66% resulting in a significantly reduced time to expedite customer calls
 - Produced a library of production quality visual assets for use with Adobe Flex / Air implementations of the application
- Feb.2010 – Mar.2010 **Azavar Technologies, Information Architect**
- Helped define and produce technical requirement, manuals and code reviews (ASP.NET / C# & SQL) for a development team responsible for creating a custom built, web-based B2B search engine
- Sep.2008 – Dec.2009 **Transcend Innovation Group, User Experience Designer**
- Led UX and Front-End Development efforts of transcendinnovation.com and careernoodle.com, a career development web site helping high school students explore potential career paths
 - Responsible for research and user experience efforts during creation of a National Science Foundation sponsored online career simulation
 - Recorded and produced audio assets for the online career simulation
 - Coordinated and supervised a summer internship program
- March 2004 – December 2008 **Rockwell First Point Contact / Aspect Software, Senior Engineer Software QA**
- Responsible for planning, designing and carrying out test plans for web-based and desktop telecommunications and call center software including legacy / analog telephony, VoIP, SIP and Cisco related solutions.

Technical Skills

- Axure RP Pro, MS Visio
- Adobe Creative Suite 5 (Photoshop, Illustrator, Flash)
- HTML / CSS / JavaScript / PHP / ActionScript 2.0 & 3.0
- Fluent in English & Polish speech and writing