Dominik ZUrawicz

|  |
| --- |
| DominikZurawicz@proton.me | [www.dominikzurawicz.com](https://dominikzurawicz.com/) |
| PERSONAL STATEMENT |  | Service Designer with a strong background in user centred design research in the public and education sectors. Experienced in delivering and planning of product change management projects, currently working with NHS Borders to develop a SharePoint hub that replaces the current inaccessible intranet. |
| SKILLS |  | * Service design research methods
* Working with others
* User Centred Research
 | * Accessibility
* User Stories
* Adobe Creative Suite
 | * Creative
* Tech Literate
* Problem Solving
 |
| EXPERIENCE |  | Service Designer and Researcher – NHS BORDERSCurrent Position* Leads the design and navigation development of a new SharePoint hub for NHS Borders.
* Consolidates insights from multiple stakeholders.
* Creates clear and engaging documentation that communicates service change for those with limited digital literacy.
* Communicates service change effectively through outcome-focused documentation.
* Utilises no-code tools: Microsoft Power Apps and Power Automate.

Service qUALITY cONSULTANT – eDINBURGH NAPIERNov 2024 – June 2025* Worked closely with academic supervisors.
* Worked on improving students Virtual Learning Environment service, gathered relevant data through surveys and focus groups to identify issues that needed raised.
* Sat on the School Quality and Curriculum Management committees, providing insight from data gathered, highlighting limitations in teaching delivery.
* Facilitated co-design workshops to gather insight on academic improvement with students and academic boards.

Interaction Designer – The Scottish GovernmentJuly – Sept 2024* Collaborated with DDaT team working with different departments including, content designers, frontend designers, graphic designers, accessibility and user research.
* Updated, finalised and published Design System Figma and Axure files found at <https://designsystem.gov.scot/get-started/prototyping>.
* Adhered to the “Digital Scotland Service” standards and accessibility requirements outlined in WCAG.2.2.
* Collaborated with user researchers and the accessibility team gaining important insight about the user experience of
* Participated in the oversight of a user research study.
 |
| PROJECTS |  | Gallery App* Identified user needs through qualitative and quantitative research methods.
* Discussed user needs with potential stakeholders, one of which were the National Galleries of Scotland.
* Planned and outlined navigation the application as well as appropriate .
* Designed a high-fidelity prototype in Figma and Axure RP, implementing changes from usability testing observations.
 |
| SOFTWARE |  | Software skills:Figma, Axure RP, Adobe XD, Illustrator, Creative Cloud, Confluence, Teams, Slack, Miro, Mural |
| EDUCATION |  | Edinburgh Napier University | Bsc Digital media and interaction designAccreditation – 2:1SQA Highers | ST. GEORGESAAABBB |