Dominik ZUrawicz

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| [DominikZurawicz@proton.me](mailto: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 BORDERS Current 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 NAPIER Nov 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 Government July – 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 design Accreditation – 2:1 SQA Highers | ST. GEORGESAAABBB | | |