

# ROB KOVACS | UX Designer

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76 16th St, Apt 2, Brooklyn, NY

## WORK EXPERIENCE

### DOOR3, New York, NY

UX Designer, Feb. 2016 — present

Selected Clients: Elsevier, Queens Library, NJIT, IAB, Zipari

- Led workshops with client stakeholders to generate and prioritize potential product features
- Managed, performed, and synthesized user interviews
- Developed and synthesized findings from card sorts
- Developed new information architecture for several complex web sites and applications
- Created wireframes for several complex enterprise products

### Self-Employed, Brooklyn, NY

UX Design and Web Development, Aug. 2012 — Feb. 2016

- Completed heuristic evaluation of clients' existing sites, and made recommendations for improvements
- Performed competitive analysis of relevant sites in order to help clients learn from their competition
- Created site maps and wireframes to reflect recommended changes to client sites' information architecture
- Worked with visual designer to create design comps
- Developed client sites using the PHP-based Concrete5 CMS
- Trained and supported clients on maintaining their sites

### AFS (previously Ross Computer Systems), New York, NY

Application Support Analyst, Jan. 2011 — July 2012

- Documented software installation and troubleshooting processes to decrease customer training and support time
- Gathered requirements for, designed, and tested a custom reporting module for one of Ross' largest customers

### Accenture, Florham Park, NJ

Consulting Analyst, July 2007 — Oct. 2010

Selected Clients: Aetna, Time Warner Cable, Travelers, Verizon

- Built several reporting dashboards to help project teams and senior management quickly understand projects' status and changing timelines
- Worked with product managers to write and prioritize product features based on testing, user feedback, and/or analytics

## EDUCATION

### General Assembly, New York, NY

Feb. — May 2013

- User Experience Design course (non-immersive)

### Rutgers University, New Brunswick, NJ

Sept. 2003 — May 2007

- B.A. in Information Technology & Informatics; second major in Psychology

## VOLUNTEER WORK

### NYC UXPA, New York, NY

- Treasurer, 2018 — 2019
- President, 2017 — 2018
- Treasurer, 2016 — 2017
- Mentorship Program Dir., Jan. 2015 — Sept. 2017

### ScriptEd, New York, NY

- Volunteer Educator, Oct. 2015 — June 2017

## SOFTWARE SKILLS

- Sketch
- InVision
- Photoshop
- InDesign
- Illustrator

## DEVELOPMENT SKILLS

- HTML
- CSS
- JavaScript
- PHP