

# Overview of skills

## Domain and user knowledge

I am really interested to learn about and understand a domain. I have a user-centric mind set and excel at getting into all the big and small things that you need to know to do UX Design in a domain.

I rapidly grasp the essence and I soon know more than most that work in that domain. This knowledge and understanding I then use to learn more and to do the right UX decisions for design and other requirements.

## Service design

One big part of the domain is processes and structures. How everything works together and are organised.

Through Service design I look at the big picture and see how the different systems/services/processes works together and digested that knowledge into requirements, strategy and priority in the roadmap to get all the parts to work better together and digitalise them when needed.

## User interface design

I also love to use my domain knowledge to design user interfaces using user feedback through prototyping and to build them together with an agile team.

I have earlier worked a lot with building UI with code so I have a good understanding of this and can talk to developers more deeply.

It is very satisfying to see the results when you have worked with everything from the planning through research, stories, UI design to implementation.

## User research

I do major research projects with Impact Mapping, many in-depth interviews, target group analysis, workshops, personas, scenarios and user story mapping etc. Many times there is also a need for smaller user research efforts that takes shorter time and still get good user feedback.

## Product Manager / Agile leader

I have had many different leading roles as a agile leader, for example: Product Manager, Product Owner, Product Owner team manager, Application management lead, Scrum Master, UX lead and Frontend development lead.

I coordinate business experts and digested their knowledge into requirements, strategy and priority in the roadmap. I design agile processes for project teams, through collaboration with the team in a series of workshops and then I implement and managed it and the tools used. I lead feature teams to research, design and implement major features of a system. I coordinate between departments, stakeholders and the team.

I have worked in big organisations in complex projects. Communication, collaboration and teamwork is key to be able to work in these circumstances and I have had a key role to tie it all together and to make it work.

## Tools

I have knowledge of industry tools such as Figma, Sketch, Adobe XD, Balsamiq, Confluence, Jira, Azure DevOps etc. For me the tool is not the most important. I use the tools that works best in the situation and for the organisation I am in and configure them to how I and the team work. I don't see a new tool as a problem but as an opportunity to learn something new.

## On a personal note

I live in Leiden with my husband and my two cats. We have relocated from Stockholm, Sweden in July 2021 to get away from the cold and dark and because we fell in love with the beautiful cities and countryside in The Netherlands. I am really interested in Dutch history, infrastructure, living green cities and to learn all I can about our new country. I like to walk and cycle in nature or in the beautiful city of Leiden and explore The Netherlands and neighbouring countries. I watch TV-series/films and play computer games.