

Manuel Fessen

UX DESIGNER

I represent the users in agile software development, because everyone has the right to good software.



EXPERIENCES

UX DESIGNER / EASY Software AG

January 2019 - Current

- Taking company-wide, technical responsibility for the user experience of EASY products (HR, Invoice, Portals, Archive, etc.)
- Representing user interests in product and project teams as well as in discussions with customers
- Advising and supporting project and product teams along the UX process
- Planning, implementation and evaluation of design thinking workshops as well as user and stakeholder interviews
- Creation of a company-wide style guide
- Design, implementation and evaluation of usability tests
- Further training of colleagues in the areas of user experience and design thinking

Studentische Hilfskraft / EASY Software AG

April 2016 - Dez 2018

- Successful set-up, implementation and evaluation of usability tests led to the improvement of the user-friendliness of EASY products
- Implementation of the results of the usability tests first in mock-ups then in the frontend
- Development of a tool to improve usability tests, including display and timing of tasks, questionnaire and graphical visualisation of the evaluations
- Successful implementation of a proof-of-concept study for EASY products in Mixed Reality

Community Manager / Ludetis UG

JUNE 2013 - Jun 2019

- Redesign of the app in 2014
- Increased customer satisfaction through effective adjustments in direct customer support.
- Active moderation of the public forum, leading to a more active and engaged community
- Improved online presence by regularly writing news, community posts and user interviews
- Successfully supported the implementation of the design in mobile and tablet frontend (2014)

CONTACT

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EDUCATION

2018 | B.Sc.

Human Computer Interaction
Hochschule Ruhr West

SKILLS

UX Engineering
UX Research
Design Thinking
UX Design
Design Systems
Stakeholder Management
Strategic Thinking
Analytical Skills
Prototyping
Wireframing

TOOLS

Figma, Adobe Suite, Jira, VS
Code

SCHOLARSHIP

2016

Company Scholarship
EASY Software AG

LANGUAGES

German
Mother Tongue

Englisch
Fluent