



# **ROBERT KISS**

RESUME



# Robert Kiss

## UX/PRODUCT DESIGNER

**Certified Scrum Master, Product Owner  
IT Business Analyst (IREB)**

DEAR ADVERTISER

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My name is Robert Kiss, London/Bristol based senior user experience and product designer, with a wide range of practical/certified experience in Product Owner, Scrum Master and Business Analyst roles and tasks. I've spent more than 25 years in the digital arena and have worked with numerous organizations through innovative SaaS, web/cloud and mobile projects.

I have a strong portfolio of web and mobile application design that shows a fluency in research, solution design, wireframes and interactive prototypes, cutting edge visual designs. As UX designer I am able to define and design complex solutions from cloud, SaaS to mobile, research to implementation, analysis to testing, focus on business goals, but developing a maximised user-centered experience, define the purpose and scope of the technical aspects and specifications of an application or a product.

I am able to work across multiple channels and platforms, multi-disciplinary teams, convert the business stakeholders' vision to a clear, well usable product to the users, using best practices and methodologies, sketching, wireframing and prototyping, deliver full functional requirements, user mapping, conducting user research, analyse and turn to action, pixel perfect UI design, process flows, user stories, agile/scrum sprint planning.

I am also a certified Product Owner, ScrumMaster and Business Analyst, which means I can help and support delivery teams in any Agile environments. Based on my wide range of knowledge, I can synthesise research, ux and ui, business analysis into agile/scrum project and environment. As I have a developer background, I am able to understand and speak the same language as the developers'.

I am currently working as freelancer Principal UX/Product Designer for a healthcare development startup to help them to create and develop a low code/no-code platform, heavily using AI (artificial intelligence) and ML (machine learning) processes. Tasks included: ux and design, research & analysis, wireframing, prototyping, feature and story mapping, conceptual design, use cases and user stories, functional and non functional specifications, dataflow design and architecture, workflow charts, requirement analysis for web and mobile, helping digital, agile integration and transformation, agile coaching. I am also working for UX Guerrilla on multiple mobile and cloud application projects, FoodWaste (GDS, mobile app), Nowcher and DubaiCard (mobile app, back-end) and serving as UX/Agile coach.

[Click here to download](#) my fresh and deeply detailed UX portfolio about my works, UX process and UI designs.

Looking forward to your reply sincerely,

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### ABOUT



**NAME**  
Robert Kiss



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London/Bristol,, United Kingdom



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www.robertkiss.me



**UX/UI PORTFOLIO**  
Click here to download



**LINKEDIN**  
Robert Kiss

### AWARDS



**BRUNEL ONE (2017)**  
Best Innovation in print



**ENVOY (2011)**  
Best bespoke cover



**RADIO GROOVE (2002)**  
Best digital project



**RADIO GROOVE (2001)**  
Performance Marketing Award



**SUB BASS MONSTER (1999)**  
Platinum album, sound engineer



**MADONNA - BEDTIME STORIES**  
Platinum album, sound engineer



**ROBIN S - SHOW ME LOVE (1993)**  
Platinum album, sound engineer

### WORK EXPERIENCE



#### UX Guerrilla / UX/Product Designer, Product Owner, Founder

May 2019 - Present, Bristol

UX and product designer, consultant on multiple cloud/SaaS and mobile projects for public and private clients. Currently working as Principal UX/Product Designer for a healthcare development startup to help them to create and develop a low code/no-code platform, heavily using AI (artificial intelligence) and ML (machine learning) processes. Tasks included: ux and design, research & analysis, wireframing, prototyping, feature and story mapping, conceptual design, use cases and user stories, functional and non functional specifications, dataflow design and architecture, workflow charts, requirement analysis for web and mobile, helping agile integration and transformation, agile coaching.

#### Blackfinch Investment / Senior UX/UI/Product Designer

Aug 2019 - Mar 2020, Gloucester, United Kingdom

I was hired as UX Designer & Business Analyst at Blackfinch to re-design their Galapagos CRM (similar to Salesforce). My tasks included: user research, pain point and requirement analysis, deliver user journey, empathy, feature and story mapping, deliver functional and non functional specifications, user stories and acceptance, create wireframes and prototypes, define information architecture for desktop and mobile devices, helping digital and agile transformation as Agile/Scrum leader.

#### Usay Compare / Senior UX/UI/Product Designer

Sep 2018 - Aug 2019, Cirencester, United Kingdom

I was hired as UX Designer & Business Analyst to help build Usay's new multiplatform, multi quotational private medical and life insurance CRM platform . My tasks included: user research, pain point and requirement analysis, deliver user journey, empathy, feature and story mapping, deliver functional and non functional specifications, create rich wireframes and prototypes, UI libraries, create concepts for desktop and mobile devices, helping digital and agile transformation.

#### Horizon Digital Media / Senior UX Designer & Architect

May 2017 - Sep 2018, Caerphilly/Cardiff, United Kingdom

I was hired to supervise ux design, research/usability testing, wireframing and prototyping, functional requirement documents and development management on cloud, SaaS, web applications and mobile apps for Horizon's clients. Main clients are: Asda, Lenstec, Adexsi UK, MIB Facades, Hobbs Holding, Brick Fabrication, Swift Recruitment, CPS Group, Ultrawave, Ledwood, Encon, Harding Evans, Squash Wales, Wales Government.

#### Brunel Promotions / Senior UX Designer/Developer

May 2011 - May 2017, Bristol, United Kingdom

I was hired to develop and maintain Brunel holding's intranet solutions, website network, manage email and digital marketing channels, hands on email development and build, develop their brand new web to print solution, BrunelOne and create web to print digital workflow. My tasks included: user research, requirement analysis, deliver user journey, empathy, feature mapping, deliver functional and non functional specifications, create wireframes and prototypes, define information architecture.



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### EDUCATION

-  **IT Business Analyst (academy)**  
Masterfield / 2021
-  **Agile/Requirements Analyst**  
EntSol / 2020
-  **Agile/Scrum Master**  
EntSol / 2020
-  **Agile Product Owner**  
EntSol / 2019
-  **Better User Stories**  
Mountain Goat / Online / 2019
-  **User Research Practices**  
Userfocus / Online / 2016
-  **HCD/ UCD / User Experience**  
Bristol City College / 2013
-  **Project Management**  
EFEB Academy / 2010
-  **Media & Web Technologies**  
Web Academy, New York / 1995

### LANGUAGES

-  **ENGLISH**  
Fluent (spoken and written)
-  **HUNGARIAN**  
Native speaker

### REFERENCES

-  **KATHERINE BRYAN-MERRETT**  
Product Owner, Usay Compare
-  **JUSTIN HENRY**  
CEO, Smart Issuance Technology

### WORK EXPERIENCE



#### **Jet2 Airlines / Senior UX/Web Developer** Aug 2010 - Apr 2011, Leeds, United Kingdom

Fixed term contract to develop and maintain jet2's websites, manage email and digital marketing channels, hands on email development and build, develop their brand new web solutions, create concepts for mobile devices. My tasks was includes: web development, user research, feature mapping, deliver functional and non functional specifications, create wireframes and prototypes, define information architecture.

#### **TDS/Platte Media / Senior UX/Web Developer** Sep 2008 - Aug 2010, Cambridge/Leeds, United Kingdom

Experience and web design, usability testing, define information architecture, user journeys, wireframing, prototyping, manage development on the company's on-demand video stream service. My tasks included: web development, user research, ui, web and visual design, develop marketing landing pages, feature mapping, deliver functional and non functional specifications, front end programming

#### **Western Impressions / Web & UX Designer** Aug 2003 - Sep 2008, Budapest, Hungary

Supervising web and multimedia projects for national and international music publishers and broadcasting companies, project management, development team leader. My tasks included: web development, web and visual design, develop marketing landing pages, front end programming.

#### **RadioGroove / Creative Lead/Multimedia Developer** Jan 1999 - Aug 2003, Budapest, Hungary

Supervising on-demand digital radio development and other multimedia projects, project management, development team leader, and development manager, web and visual design, front end programming. Achievements: Best digital project in 2001 (as creative lead), Performance Marketing Award (team).

#### **Westernet Hungary / Creative Designer, Producer** Apr 1995 - Jan 1999, Budapest, Hungary

Web/flash/graphic design, web and database development, team leader and supervisor on large scale development, project management, web and visual design, front end programming.

#### **T2 Productions/Homeboy Studios / Producer, Composer, Sound Engineer** Jan 1992 - Mar 1995, New York, USA

Supervising music projects, sound-engineering, remixing, producer tasks, composing, programming. Achievements: 10 albums, 5 multi platinum

#### **Proton Records / Producer, Composer, Sound Engineer** Jan 1985 - Jan 1992, Budapest, Hungary

Supervising music projects, sound-engineering, remixing, producer tasks, composing, programming. Achievements: 80 albums, 10 gold, 5 platinum



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### SKILLS

UX METHODOLOGIES	●●●●●
USER RESEARCH	●●●●●
RESEARCH ANALYSIS	●●●●●
WIREFRAMING	●●●●●
PROTOTYPING	●●●●●
USER JOURNEY	●●●●●
PROCESS FLOWS	●●●●●
USER INTERFACE	●●●●●
USABILITY	●●●●●
ACCESSIBILITY	●●●●●
A/B & MVT TESTING	●●●●●
VISUAL DESIGN	●●●●●
CONCEPT DEV	●●●●●

PRODUCT OWNER	●●●●●
SCRUM MASTER	●●●●●
JIRA	●●●●●
PRODUCT BACKLOGS	●●●●●
PRIORITISATION	●●●●●
JIRA / CONFLUENCE	●●●●●
TASK MANAGEMENT	●●●●●
SPECIFICATIONS	●●●●●
DOCUMENTATIONS	●●●●●
ROAD MAPS	●●●●●
FUNCTIONAL SPECS	●●●●●
WORKSHOPS	●●●●●
AGILE COACHING	●●●●●

FRONT-END	●●●●●
BACK-END	●●●●●
HTML / CSS	●●●●●
PHP	●●●●●
JAVASCRIPT	●●●●●
WORDPRESS	●●●●●
CMS SYSTEMS	●●●●●
B2B / B2C	●●●●●
GOVERNMENT GDS	●●●●●

### RESPONSIBILITIES



- ❑ Deliver and develop complex, rich and intuitive cloud, SaaS and mobile applications
- ❑ Create conceptual models based on requirements, including design briefs, user/process flows, personas, journey maps and information architecture for applications using traditional or lean UX approach
- ❑ Lead and analyse user research sessions and gathering requirements, associated with user goals, behaviors and needs, along with industry conventions and best practices, moderated, unmoderated user research, measure and analyse results
- ❑ Design and define user experiences from designs to sitemaps and wireframes to developed solutions and apps, defining the information architecture, communicating ideas via wireframes, prototypes and user flows
- ❑ Define, develop and present innovative concepts for visual design, create design specification, guide, branding, deliver user interface, translating experience requirements into UI libraries, support developer team(s) to build the solution
- ❑ Meet with internal and external customers to gather information about user interaction requirements, present and sell designs effectively to key stakeholders, stakeholder management and influencing skills to senior exec level
- ❑ Acting as Scrum Master in individual teams, leading agile/scrum ceremonies, sprint kickoff sessions, daily meetings and retrospectives, workshops and brainstorming meetings, acting as Business Analyst and working with product management, team leaders and stakeholders to define requirements, functional and non-functional specifications, user stories, use cases, success criteria, dataflow design and architecture, workflow charts, working closely with enterprise/solution architects
- ❑ Work collaboratively with product owners, marketing, developers and other (Agile) team members, within multi-disciplinary teams to conduct and deliver research, design, prototype and digital propositions, collaborate with design and development to run experiments and design sprints to rapidly test and iterate prototypes
- ❑ Deliver wireframes, user and process flows and mock-ups, lo & high fidelity click through prototypes, interaction design, evaluate and iterate user journey maps, user path diagrams, sketches, developing personas
- ❑ Overview and conduct usability, A/B & MVT testings and post-launch improvements (monitoring efficiencies and KPI's)
- ❑ Supervise end to end process from user research through to UI, take ownership on new projects
- ❑ Working with central government, GDS service standard



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### TOOLS

#### Adobe CS/CC

Photoshop • Illustrator • InDesign, XD • Premiere Pro • After Effects • Visual design for presentations and marketing • Visual & video presentation

#### Design

Illustration & UI graphics • Strategy & vision presentations • Concept sketches • Style guides & pattern library • Design briefs • Empathy maps • Interaction design • System models, flows charts & user journeys using Xmind, Axure, Microsoft Visio, Miro, Visual Paradigm

#### Research & Usability

Remote & personal interviews • Ethnography study • Qualitative & Quantitative research • Pain point analysis • Card sorting • Customer experience analysis • Usability testing, analysis using Usabilla, Optimizely, Hotjar

#### Wireframe & Prototype

Wireframes & mockups with Sketch, Illustrator Balsamiq, Mockflow • Micro animations with After Effects • Conceptual models • User & process flow • Click through prototypes using InVision, Axure, Figma, Zeplin & XD

#### Agile/Scrum

Acting as Scrum Master and Product Owner • Functional and non-functional specifications • User stories • Use cases • Acceptance criteria • Task & Scrum management, sprinting and ceremonies using Jira, Confluence, Asana

#### Coding

Front & Back End • HTML • CSS • PHP • Javascript frameworks • Wordpress • Drupal • OpenCart • CMS

### EXPERTISE



- ❑ 25 years in software development, user experience and user interface design, 3 + years experience within fintech and healthcare systems, solid experience in Enterprise, SaaS and CRM type solutions
- ❑ Comfortable with every stage of the UX process, from running discovery workshops, wireframing and prototyping, through to delivering high-fidelity designs
- ❑ Extensive experience across key UX processes, requirement elicitation, sketches, flows, wireframes, prototypes etc.)
- ❑ Confident in working with senior members and stakeholders, ux and ui designers, product managers and developers, present ideas to executives, architects and developers, experience managing multi-stakeholder environments
- ❑ In-depth knowledge of with Adobe Creative Suite and industry standard user experience and prototyping tools, software such as Sketch, Balsamiq, XD, Axure, Figma, InVision
- ❑ Thorough understanding of user interface design, UX methodologies and principles, best practices, information architecture, human-computer interaction and human factors, turn ideas into on-brand visual concepts of design and UX
- ❑ Deep understanding of the user-centric design process, including design thinking
- ❑ Strong understanding of research techniques, methodologies and analytics tools
- ❑ Strong knowledge of usability principles, experience designing and developing usability test plans and supervise testing sessions
- ❑ Solid understanding of Lean UX and Agile delivery methods and approach, determination to drive quality work to tight deadlines
- ❑ Experience with WordPress and other popular CMS systems
- ❑ Experience working in a remote teams
- ❑ Strong knowledge and hand coding knowledge in HTML, CSS and PHP, good understanding of UI, Bootstrap and other responsive framework and JavaScript, experience of working on responsive, web and mobile applications
- ❑ Experience of working on both B2B and B2C products
- ❑ Experience of working in an agile environment, acting as Scrum Master and Product Owner
- ❑ In-depth knowledge in professional audio production, mixing, composing, especially in Avid Digidesign Pro Tools environment (software and hardware) Apple Logic, post production
- ❑ In-depth knowledge in professional video post production, editing and animation, especially in Avid Media Composer, Premiere Pro and After Effects