Joppe Dekker

UX Designer | Business analyst |Functional designer

Profile

I'm a UX Designer with a software design background.

Over the past 16 years I've seen all different aspects of the development process: gathering user and business requirements, designing, developing, testing, implementing and managing complex applications. I'm a certified Scrum Master.

I'm passionate about designing and testing user-centered products - whether it's a prototype or the final result.

I am currently looking for a new opportunity where I can combine my past experience with my passion for UX design.

✉ jopped@gmail.com

📞 06-24156959

🖥 www.joppedekker.nl

in www.linkedin.com/in/joppe.dekker

🐦 https://twitter.com/jopped

Working experience

2016 – 2017   Functional designer (DevOps), Vivat Verzekeringen
As a functional designer, I am responsible for creating and maintaining functional design specifications for multiple complex back office systems. I am part of a multidisciplinary DevOps-team focused on the maintaining complex back office applications.

Main tasks:
• Gathering and prioritizing internal (business) requirements from users, product owners, and other stakeholders
• Designing user interfaces, creating user flows and writing functional and technical specifications
• Develop and execute test cases for the functional acceptance tests
• Develop test cases for and coordinating the user acceptance tests
• Implementation of the changes

Projects:
• Application management and implementation of several Robotic Process Automation solutions

2009 – 2016   Functional designer, Vivat Verzekeringen
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Projects:
• Designing and testing the mandate system (SEPA)
• Designing and testing complex batch programs that create custom files for external parties
• Designing and customizing our departments Sharepoint site
• Introduction of Scrum methodology in our team

Certificates

UX Certified program
Careerfoundry
June 2018

Courses as part of this program:
• UX Fundamentals
• UX Immersion
• UX Specialization: Frontend development for designers

Professional Scrum master I
Scrum.org
December 2014

TMAP NEXT Testengineer
Exin
February 2014

ASL2
Exin
February 2017

Skills

• User-Centered Design
• Competitive Analysis
• Requirements engineering
• Information analysis
• User Personas
• Information architecture
• User Flows
• Wireframing
• Prototyping
• Functional specifications
• Technical specifications
• User acceptance testing
• Usability testing
• Preference testing

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Working experience

2002 – 2009   Application manager, SNS REAAL Groep
As an application manager, I was responsible for the functional application management of several complex back office applications (CRM)

Main tasks:
• Analyzing and solving problems
• Responsible for the change management
• Reviewing user flows, wireframes and functional specifications
• Develop and execute testcases for the functional acceptance tests
• Develop testcases for and coordinating the user acceptance tests
• Implementation of the changes

Education

2017-2018   UX Certified program, Careerfoundry
An intensive training program for UX Designers, specializing in UX process, methodology and skills like wireframing and prototyping

1997 – 2001   Bachelor's Degree Business economics, HES Amsterdam
HBO-Fulltime, business economics, specializing in Logistic Management

1990 -1997   HAVO and VWO, Da Vinci-college Purmerend

Courses

2016	Communicating in an assertive and self-confident way
2015	Exam training IREB Foundation
2013	Business- and Information analysis
2012	CMMI for development
2011	Functional design specifications for administrative systems
2010	Lean Six Sigma Yellow Belt
2005 – 2006	Several internal courses on Application management (ITIL, Testing according to TMAP, Querying with SQL)

Tools and methods

UX Tools:	Methods:	Incident/Change management tools:	Data analysis tools:
• Optimal workshop	• Scrum	• TFS	• MS Access
• Sketch	• Waterfall	• ServiceNow	• SQL
• Invision	• Kanban		
• UsabilityHub			
• Balsamiq			

Volunteer experience

**2008 – now   Committee member Stichting Constant van Gestel Fonds and webmaster of www.stichtingconstantvangestel.nl
1999 – 2011   Writer for the glossy magazine Aniway. Writing reviews about Japanese animation, comics and computer games.**

Hobbies and interests

Meetups, movies, board games, Virtual Reality, computer games, Japanese animation, comics and manga.