

GOSIA PYTEL

UX Researcher, Instructional Designer

LinkedIn <https://www.linkedin.com/in/malgorzata-gosia-pytel/>

Phone +48 508 117 714 (Poland)

Email gosia@gosiapytel83.net

Skype gosiapytel83

Website portfolio.gosiapytel83.net

Nationality Polish

Location Krakow, Poland

Relocation open to relocation



SKILLS

Learning theories
UX research & analysis
Workshop management
Visual storyboarding
Creative problem-solving
Project management
Interactive design

TOOLS

Camtasia, iMovie
UX methods
Basic Adobe Illustrator
Basic Adobe Premiere Pro
Figma
Mural/Miro
GitHub
Screencasting
Ms PowerPoint with iSpring
Analyze & formulate tools
Ideation tools

OTHER

Driver's License for passenger cars
Red Cross First Aid trained

EXPERIENCE

1. Instructional Designer and Process Manager

Mendix
Rotterdam, The Netherlands
July 2019 - present

Introduce and facilitate content process with SMEs, architects, and R&D analysts, provide guidance and support in content writing.

Design learning paths and maintain portfolio of courses (IT-based), analyze needs and possible offerings.

Facilitate collaboration between R&D teams, developers, and course users to establish relevant and insightful courses.

2. Design Thinking Mentor

The Creativity and Innovation Foundation, freelance
August 2014 - present

Teach entry level and advanced courses on how to apply design thinking or creative problem solving methods.

Consult with businesses and educational organization in order to optimize their processes and/or products using design thinking.

3. Learning Experience Designer

The Call Center School (InVision/Injixo)
Derry/Londonderry, Northern Ireland
April 2017 - November 2018

Analyzed current portfolio, designed improvements with new e-learning and call center trends in mind.

Designed engaging and innovative content according to learning theories.

Planned entire course lifecycle according to the ADDIE model.

4. Instructional Designer and Portfolio Manager

Dassault Systemes
Poland
July 2015 - April 2017

Designed and managed course portfolio for employees and partners across the board.

Designed online, instructor-led, and lab-based courses and certification paths.

Oversaw a group of knowledge professionals to ensure seamless work cooperation and knowledge exchange.

5. Technical Content Developer

Motorola Solutions Systems
Poland
August 2013 to July 2015

Analyzed current portfolio and future needs in order to create specific course content and technical documentation for sales and technical representatives, solution architects, system users, and more.

6. Knowledge Management Specialist

Capgemini
Poland
October 2011 to Jan 2013

Created, planned and organized knowledge strategy, process (including pre-transition and transition stages), forecasting, optimizing and maintenance using ITIL and LEAN management rules.

EDUCATION

Design Thinking for Innovative Problem Solving

University of Virginia,
Darden School of Business
December 2014

Advanced E-Learning Instructional Design Certificate

Association for Talent Development
June 2014

MA in Teaching English as a Foreign Language (TEFL)

Pedagogical University in Cracow
Poland
2009 - 2012

BA in English Philology

Pedagogical University in Cracow
Poland
2004 - 2007

CERTIFICATES

UX Research
awarded by Witflow

Situational Leadership: Building Leaders Certificate

awarded by The Center for Leadership Studies

Prince2 Foundation Certificate

awarded by OGC UK

ITIL v3 Foundation Certificate

awarded by OGC UK

Lean Management Coaching

awarded by Lloyd & Parry