GOSIA PYTEL

UX Researcher, Instructional Designer, Design Thinking Mentor

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Website : www.gosiapytel83.net

Nationality : Polish

Location : Krakow, Poland

Relocation : open to relocation, ready to move

SKILLS

Learning theories

User research & analysis

Workshop management

Storyboarding

Creative problem-solving

Project improvement

Interactive design

TOOLS

Dovetail

Lookback

Mural/Miro/other

eLearning Authoring tools

Camtasia, iMovie

Basic Adobe Illustrator

Basic Adobe Premiere Pro

Screencasting

Ms PowerPoint with iSpring

Analyze & formulate tools

Ideation tools

Basic GitHub

OTHER

Multicultural comm awareness

Driver's License for passenger cars

Red Cross First Aid trained

EXPERIENCE

1.
UX Researcher
GFT Poland
Poland
June 2022 – present

Perform qualitative research for various tech related projects.

2.
Instructional Designer and Process Manager
Accenture
Poland
September 2021 – May 2022

Analyzed business needs, formulate strategy, and lead projects in eLearning, with heavy focus on UX.

Managed developer-SME process, including expansion and redesign.

3.
Instructional Designer and Process Manager
Mendix
Rotterdam, The Netherlands
July 2019 – July 2021

Introduced and facilitated content processes with SMEs, architects, and R&D analysts.

Designed learning paths and maintained learning portfolio.

Performed UX research and analysis to create better eLearning experiences.

4.
Design Thinking Mentor
The Creativity and Innovation Foundation, freelance
multiple locations and remote
August 2014 – Sept 2022

Taught courses on how to apply design thinking or creative problem solving methods.

Consulted businesses to optimize their processes and/or products using design thinking.

5.
Learning Experience Designer
The Call Center School (InVision/Injixo)
Derry/Londonderry, Northern Ireland, UK
April 2017 – November 2018

Analyzed needs, designed courses and developed learning materials.

Designed engaging and innovative content according to learning theories.

6.
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.

7.
Technical Content Developer
Motorola Solutions Systems
Poland
August 2013 – July 2015

Designed course content for sales representatives and technical representatives, all according to customer expectations and outlined needs.

Collaborated with Subject Matter Experts and Project Managers during the entire course design creation, updated product documentation.

8.
Knowledge Management Expert
Capgemini
Poland
August 2009 – Jan 2013

Created, planned and organized knowledge strategy and process for Customer Service Desk.

EDUCATION

Design Thinking for Innovative Problem Solving
University of Virginia,
Darden School of Business
December 2014

Advanced E-Learning Instructional Design Certifcate
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

Product Analytics (UX approach)
awarded by Witflow by Iga Moscichowska

UX Process w/ focus on Research
awarded by Witflow by Iga Moscichowska

Situational Leadership: Building Leaders Certificate
awareded 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