

Nicolai Joshua

Senior User Experience Designer

Hello, my name is Nicolai, and I am 30 years old, residing in Copenhagen. I have approximately five years of experience in designing digital solutions as a UX designer. Previously, I have worked in various contexts, including e-mobility, telecommunications, and healthcare. My expertise lies particularly in user research, information architecture, and usability.

+45 51 75 75 10 · nicostenum@gmail.com · nicolajoshua.com



Experience

Senior UX Designer

Clever: June 2021 -

At Clever, I primarily work on our app as a UX lead. My responsibilities include qualitative and quantitative user research, defining information architecture, concept development, and usability testing. On a daily basis, I collaborate closely with the business, UI designers, and developers with the aim of accelerating the transition to e-mobility.

Achievements 🚀

- Implementation of our new design system
- Creation of Clever Customer Panel
- New information architecture for Clever.dk
- Major app redesign with a focus on usability

User Experience Consultant

Telenor: September 2018 - June 2021

My work at Telenor primarily focused on optimizing and developing self-service solutions for both B2C and B2B. My responsibility was to have a deep understanding of our customers and how they could best serve themselves. Insights were transformed into wireframes and flows, which were then tested with users.

Additionally, I was responsible for defining and monitoring UX metrics and contributing to the maintenance of the design system in Figma.

Achievements 🚀

- Establishing a shared understanding of our customers
- Redesign of B2B self-service portal
- Creation of B2B customer panel
- Recruitment and mentorship of UX interns

User Experience Designer

Region Midtjylland: December 2017 - September 2018

My work involved conducting qualitative research (such as contextual inquiry and interviews) and translating insights into concepts to enhance and develop the BI portal. I was also responsible for creating sketches, wireframes, and defining as well as validating information architecture.

Additionally, I contributed to shaping the future UX strategy with the aim of increasing the use of the BI portal among doctors and nurses.

Achievements 🚀

- Contributed to establishing a "UX culture"
- Fostered an understanding of the target audience's workflows
- Increased the use of digital self-service
- Formulation of the future UX strategy

UX intern

Region Midtjylland: August 2017 - December 2017

As a UX intern, my focus was on making Business Intelligence, such as patient information, accessible and comprehensible for doctors and nurses through digital self-service (BI portal in Region Midtjylland).

Education

Master of Science (MSc) in IT - Interactive Digital Media

Aalborg University: September 2016 - June 2018

Specialised in UX/UI design, strategic design, concept development, and project management in digital contexts.

Bachelor of Arts (BA) in Communication and Digital Media

Aalborg University: September 2013 - June 2016

Specialized in external targeted communication as well as internal communication within organizations. Particularly focused on the opportunities and limitations of using digital media.

Certifications

Design Sprint Nanodegree

Udacity: September 2019

An online training program that covered the fundamental elements of facilitating and participating in a Design Sprint, with the aim of being equipped to solve complex problems.

Volunteer Work

Volunteer UX/UI Designer

DecorRaid: March 2019 - March 2020

As a volunteer UX/UI Designer for the startup DecorRaid, I worked on redesigning their "SwipeShopper." The focus was on delivering the best possible user experience for their users and defining a new visual identity.

Skills & Tools

User Research

Interviews · Observation · Co-creation · Card sorting

Wireframing

Figma · Sketch · Adobe XD · Axure RP

Prototyping

Figma · Sketch · ProtoPie

Analytics

Google Analytics · Adobe Analytics · HotJar