

Daniel AUGUSTYN

35 years old
European
single
no kids

Helsinki
LOCATION IN FINLAND

Customer focus
Extrovert Mind
Multicultural outlook
Proficient @ Work
MINDSET

50% CREATIVE
50% LOGICAL
CHARACTERISTICS

Service Designer
+ CUSTOMER EXPERIENCE ARCHITECT

OVERVIEW

+ My Qualities

”

I am addicted to beautiful minds, **empathy** and travelling. My passion are people and their **undiscovered needs** and behaviours. I love to co-create and **deliver values** for people's life. I'm a **Design Thinker** by heart with a twist towards **Futures and Systems Thinking** and I'm actively promoting those approaches across **different organisations** and units. I'm **Pi-shaped** professional with strong background in **quality assurance and testing** holding a MBA degree in **Service Innovation and Design** with focus on **Customer Experience (CX)**. I gained my expertise in digital IT space working with **B2B clients** from around the world for past **+12 years**.

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TECHNICALLY
savvy

MANAGERIAL
skills

CREATIVE
design

STRATEGIC
leader

ORGANISED
planner

PRODUCTIVE
approach

RATIONAL
thinker

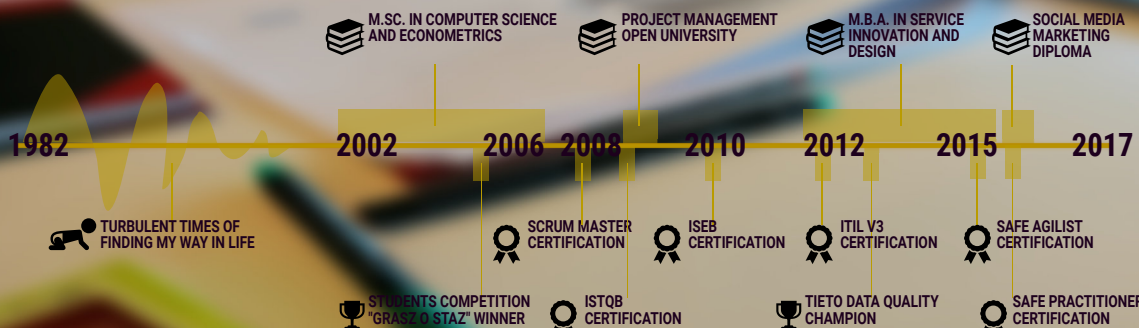
RESULTS
driven

FUTURES
oriented

MY QUALITIES

EDUCATION

+ My Certificates



345
ETCS POINTS

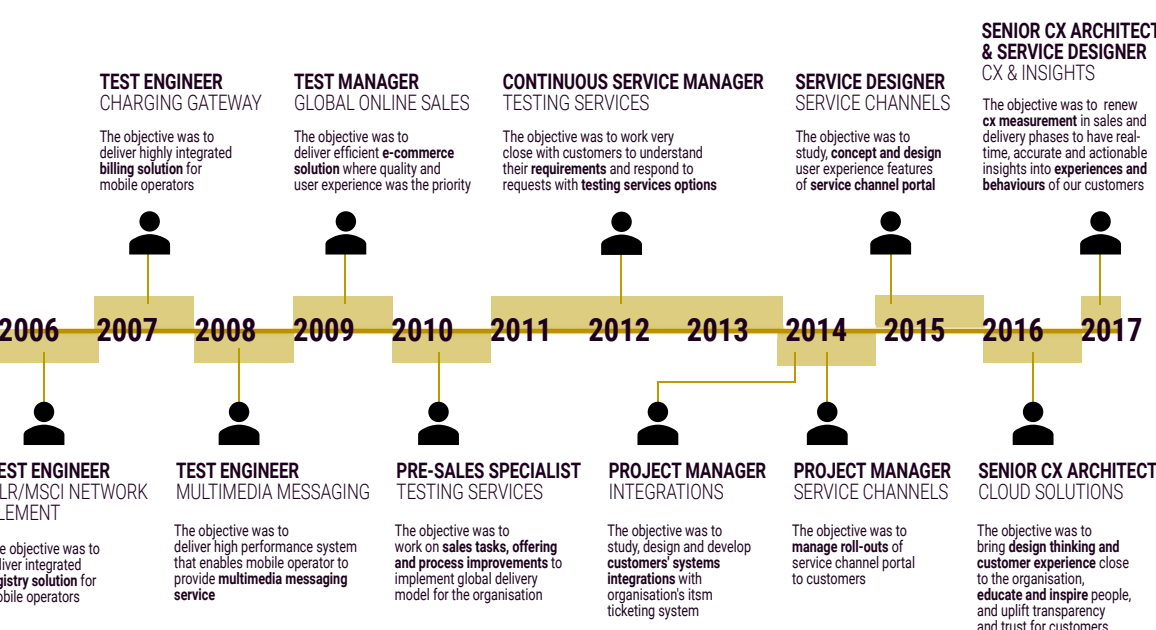
65
COURSES

POLISH : NA
ENGLISH : C1
CZECH : B1
FINNISH : A2
GERMAN : A1
FRENCH : A1

LANGUAGES SPOKEN

EXPERIENCE

+ My Involvement



+12
YEARS IN IT PROJECTS

8 years in DIGITAL IT projects

6 years in DESIGN field

5 years in MANAGEMENT positions

5 years in TESTING & QA area

NOKIA ICM NSN TIETO
IF OPP STOCKMANN HSL
STORAENSO TELIASONERA
STOCKHOLM STAD ECHA
UPM HELSINKI CITY
LEMMINKÄINEN BARONA ETC.

CUSTOMERS INVOLVED

EXPERTISE

+ My Projects Locations



+7 years related experience in

WATERFALL AGILE PROCESSES
INTEGRATIONS TESTING QA
CUSTOMER MANAGEMENT
PRE-SALES ENGINEERING

+5 years related experience in

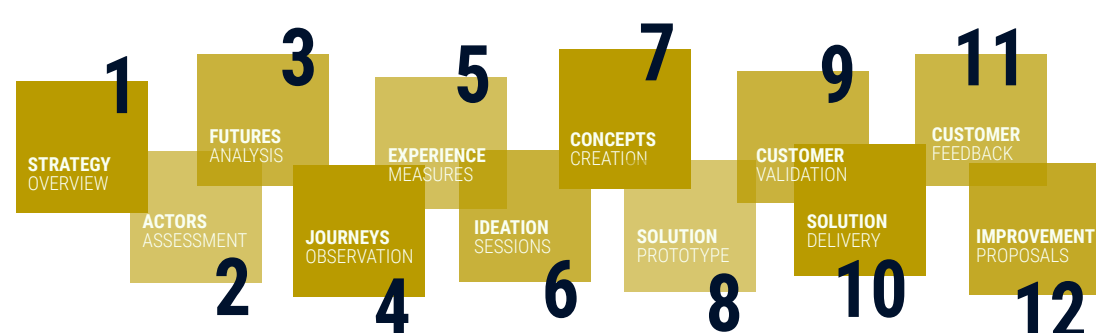
BUSINESS PROCESSES ITIL RISK
MANAGEMENT SCRUM MASTER
CHANGE MANAGEMENT SERVICE
AND PROJECT MANAGEMENT
SERVICE DESIGN CX UX RESEARCH
PROTOTYPING VISUAL WIREFRAME
INFORMATION ARCHITECTURE

+3 years related experience in

PHP CSS HTML SQL JAVA
WINDOWS UNIX LINUX
ADMINISTRATION NETWORK
MANAGEMENT IT SUPPORT
SUBCONTRACTING STAFFING
PEOPLES MANAGEMENT
CUSTOMER DELIVERIES WEB APP
CONTRACT MANAGEMENT

DESIGN CRAFT

+ My Process and Tools



ADOBE Photoshop 75%
ADOBE InDesign 70%
Affinity Designer 95%
Smaply 85%
Sketch 80%
Experience Fellow 85%

SOFTWARE KNOWLEDGE

PERSONAS GOALS/STAFF GOALS
CUSTOMER JOURNEYS MAP
STAKEHOLDERS MAP IN-DEPTH INTERVIEW
SCENARIOS WIRE-FRAMING
TRENDS CARD FUTURES WHEEL
BRAINSTORMING SKETCHING
OBSERVATIONS STORY TELLING
FIELD RESEARCH USER RESEARCH
SERVICE BLUEPRINT MVP MLP
BUSINESS MODEL CANVAS
VALUE PROPOSITION VIDEO ETHNOGRAPHY

TOOLSET



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DANNYS.SENSE.OF.THE.WORLD



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PIENI_DAN



DANIEL.AUGUSTYN



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