Resume

About me	**Rafael I. Swiniarski** **Berlin, Germany** Born 31st October 1979, Chorzów, Poland Nationality German Languages German, English, Polish
Contact	rafael@idmax.de
Portfolio	**www.idmax.de**
Objective	I would love to use my current skill base as a Service Designer to contribute and share my interdisciplinary service design, UX/UI and conceptual design experience with a dynamic team driven by a clear vision.

Current work experience

06/2013 - present   Fjord, Senior Service Designer, Berlin, Germany.
Service Design, UX/UI skills, research projects, conceptual work incl. user and stakeholder interviews, workshops, co-creation workshops, click flows, wire frames for several services in sectors of public transportation, bank, private bank, insurance, post office, kindergarten, public labour service.

Design experience   Service Design, User Centered Design (UCD), User Research, Interface Design, UX/UI Design, Conceptual Design, Teamwork.

Rough skills matrix

Knowledge	Level	Years	
			+ bsics; ++ advanced; +++ profound
Holistic service concepts	+++	10	
Field research/ Desk research	++	10	
Retail audit/Benchmarking	++	8	
User observations/Shadowing	+++	7	
Interviews/Surveys	++	8	
Personas/Stakeholder	+++	8	
Customer journeys	+++	8	
Storytelling	++	8	
Visualization/Layout skills	+++	10	
Usability	+++	8	
Wireframes/Mockups/Clickflows	+++	10	

Computer skills

Graphic	Adobe Creative Suite (Photoshop, Indesign, Illustrator), Balsamiq and OmniGraffle.
Office	MS Office (Power Point, Word, Excel), KeyNote.
Online	Basic HTML/CSS/PHP/Javascript/jQuery/MySQL.

Work experience

06/2013 - present	Fjord, Senior Service Designer; Berlin, Germany. (www.fjordnet.com)
10/2009 - 05/2013	xailabs GmbH, Interface Design; Art Director, Berlin, Germany. (www.xailabs.com)
06/2008	Seminars in Interface-Design, Cologne.
	Given Interface-Design seminar to pupils in order to explain design, to show the variety of design and to advertise for the design study.
09/2004 - 09/2009	IDMAX, Design, Interface Design, Service Design, Freelance. (www.idmax.de)
09/2004 - 08/2009	INTAT GmbH & Co. KG, Interface Design, Freelance, Cologne, Germany. (www.intat.de)
03/2004 - 08/2004	H-ZWO GmbH, Designer, Cologne, Germany. (www.h-zwo.com)

Study and Foreign experience

06/2013 - present	Several projects abroad e.g in Switzerland, Turkey, UK.
09/2004 - 07/2009	Köln International School of Design, Diploma in Design, Cologne, Germany.
	(4 year degree ; www.kisd.de/en/) Final thesis in Interface Design (intenetTV, more service for viewers), Service Design (Service at School: eSchool) and Design Management (Service at Youth Center).
08/2008 - 11/2008	Shih-Chien University (SCID), Design-Research, Exchange project, Taipei. Taiwan.
	(english.usc.edu.tw) Investigating and analyzing phenomenons on the topic "Mobilit" and to contribute the results to Cultural Library, after a presentation and exhibition.
08/2007 - 01/2008	Parsons School of Design, Design and Management, Exchange semester, NYC, U.S.
	(www.newschool.edu/parsons) Diverse projects including Service Design and new research methods as ethnographic interviews, expert interviews and shadowing.

Workshops

06/2008	nulleins, Design Management-Workshop, Klaus Drüppel, Cologne, Germany.
	4 adjective mood board; Use of stereotypes.
04/2008	nanicoldine, Gender Design, Nadine Heintze, Cologne, Germany.
	Analyzing extraordinary people.
10/2006	UWS, Design Research-Workshop, Ian Coxon, Cologne, Germany.
	Method of capturing experience (Taxonomy of Experiance)
07/2006	IDEO, Service Design-Workshop, Fran Samalionis, Cologne, Germany.
	Use of Forming-Storming-Norming-Performing

Apprenticeship

08/2001 - 02/2004	okapidesign GmbH, Media Designer, Apprenticeship, Cologne, Germany.

Hobbies and more

1st place at EA Design Contest for EA GC07 Trade Fair Stand, Cologne, Germany.
As a team we created a concept for a stand in form of a cocoon in which all the new games were unfolded. (www.ea.com)
Anuga '05, Exhibition of a cheese related product, Cologne, Germany.
A product model of an innovative and futuristic cheese related topic was created which was displayed at the Anuga fair trade.
As for my hobbies I love traveling, exploring, music, cinema, musicals, concerts, squash and to get surprised by new things.

10/2015, Rafael I. Swiniarski