

GREGORY SZCZESUIL

ABOUT

I'm a Chicago-based Designer cooking up product designs, product management, and voice experiences. Outside of work, you can find me practicing languages, harvesting veggies from my garden, or playing with my pets.

EXPERIENCE

Senior Conversation Designer, Waterfield Technologies 2020 - Present

- Consult on large scale Omni channel migration for one of top 10 Fortune 500 companies
- Establish best practices and lead re-design for IVR systems in Natural Language and Directed Dialogue
- Educate teams on Natural Language technologies and present to Business Leadership
- Co-facilitated a Design Sprint with business stakeholders where we created, tested, and presented prototype within seven days
- Analyze performance, create reports, present findings, and advocate for improved user-experience for chatbot and IVR systems
- Test, evaluate, and improve Spanish-language translations and experiences
- Serve as sole designer on multiple scrum teams in an Agile environment
- Oversee and maintain design of six IVR applications simultaneously
- Scope, design, and iterate on new IVR system with a special focus on Accessible Design
- Advocate for health consumer and healthcare provider experience through cooperative design
- Serve as Senior Advisor for onboarding and supervising Junior and Mid-Level Designers
- Direct voice talents in English and Spanish

Voice Designer / UX Engineer, Wolters Kluwer Health 2018 - 2020

- Scoped, researched, scripted, and designed interactive phone calls for health systems and insurance providers to reduce variability of care. Served as product owner for over 150 product solutions which engaged an average of 1,500 to 8,000 patients per solution
- Collaborated with IVR Developers to build, test, and debug interactive calls in English and Spanish
- Led UX design on platform for designing, prototyping, and building voice interfaces
- Consulted on multi-modal innovation projects with UX Design, Medical Illustration, Creative Technology, and Engineering teams
- Created and updated over 100 reports that illustrate call campaign success using user-centric data visualization techniques
- Trained Junior Designers on best practices, industry standards, and design methodology

Program Coordinator, Museum of Fine Arts Boston 2017

- Designed curriculum for a STEAM (science, technology, engineering, art, and mathematics) fellowship which was awarded to six individuals
- Established 8 new business partnerships including: Google, MIT Media Lab, MASS Design, and the Rhode Island School of Design
- Managed multi-million dollar relationships with Museum donor and the Board of Trustees

Client Services Coordinator, Institute for Health and Recovery 2015 - 2017

- Evaluated and onboarded 800+ patients for intake for an intensive care program
- Collected, organized, and reported all demographic and client information in the WITS server for the Department of Mental Health
- Provided technical support across the agency including: equipment training, digital archiving, and systems maintenance

CONTACT

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SKILLS

Audio Editing
Voice Talent Coaching Prototyping
Wireframing
Competitive Analysis
User Testing
Storyboarding
Sitemapping
Ethnography
Group Facilitation
Motivational Interviewing HTML/ CSS

TOOLS

TTS
NLU
SSML
Voiceflow
Lucidchart
SoundForge
Audacity
Microsoft Suite
Sketch
Adobe XD/ CC
InVision
Marvel
JIRA
Confluence
Power BI
SPSS
ArcGIS
Google Analytics

EDUCATION

Stonehill College

Global Studies & Sociology

General Assembly

User Experience Design Immersive