

# Dina Kontogianis

dina.konto@gmail.com • dinakonto.com • (+61) 439 100 463

Experienced UX Designer yearning to make a real human impact.

In 2020, after spending seven years working in design and user experience, I was fortunate to be able to take a step back and reassess my career path. During that time, I worked part-time supporting people living with spinal cord injuries, while completing industry-recognised courses in Front-End Web Development and Furniture Making.

I returned to experience design in mid-2021 with a renewed passion for bringing keenly honed functionality and beauty to folks in the margins.

I continue to work one day a week with a disability client, so am open to part-time (4 days a week) design opportunities and would love to bring my passion and first-hand experience from within the health and disability sectors with me.

## What I can bring

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I specialise in translating complex business rules and technical requirements into beautifully simple flows and interfaces.

- Usability and concept testing
- User interviews (in-person and online facilitation)
- Workshop planning, facilitation and analysis
- Rapid prototyping
- High-fidelity UI design
- Interaction design
- Working with agile development teams
- Quickly building trust with teammates and stakeholders
- Creating multi-channel experience
- Deep understanding of (and advocacy for) web accessibility standards and implementation options
- First-hand, ongoing experience within the healthcare industry

## Work history

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**March 2023 – Present**

**Senior User Experience Designer** (contract)  
*Nutrien Ag Solutions*

Leading experience research and design for the Accounts and Payments domains of Nutrien Australia's Digital Hub. I work within a cross-functional agile team to unlock rapid growth in the user base by enhancing the core account management experience and delivering an online payments experience.

**May 2021 –  
December 2022**

**User Experience Designer** (contract)

*National Australia Bank*

Undertaking benchmarking research on the bank's existing online payments solution, followed by heuristic review and migration recommendations for its replacement. I then moved on to lead research and design for the bank's new digital merchant platform, NAB Hive.

**Mar 2020 –  
Present**

**Disability Support Worker**

*Care For You*

Providing specialised in-home care to NDIS clients with spinal and/or acquired brain injuries. I set aside one business day per week (currently Fridays) for this role.

**Nov 2018 –  
Feb 2020**

**Product Designer**

*Xero*

Working with a fast-paced, cross-functional software development team to research, design, test and deliver a new small business onboarding experience.

I also led the planning and facilitation of customer research workshops with accountants and bookkeepers at 'XeroCon' events in Brisbane and London.

**Jun 2018 –  
Nov 2018**

**Senior Experience Designer** (contract)

*RACV*

Optimising experiences across RACV's Travel & Leisure portfolio; including Resorts, Travel Insurance, and cross-selling/product awareness strategies.

**Feb 2017 –  
Jun 2018**

**Experience Designer**

*Vivant Digital (acquired by IBM iX)*

Consulting on various Member-focused projects for Australia's largest superannuation fund, building out the internal Vivant team's UX toolkit and helping to stabilise a new Melbourne office.

After joining the IBM iX team, I also worked on UX and UI for one of the world's largest online money transfer providers, and assisted the larger team in creating and presenting a successful pitch for a large international telecommunications client.

**Jul 2016 –  
Feb 2017**

**User Experience Lead, Digital ID**

*Australia Post*

Leading UX strategy and design for Australia Post's cross-channel digital identity initiative leading up to its initial release.

**Jun 2014 –  
Jul 2016**

**User Experience Designer**

*Australia Post*

Researching, designing and testing responsive web experiences across parcel tracking, eCommerce, and MyPost Consumer.

**Feb 2013 –  
Jun 2014**

**Digital Designer**

*Australia Post*

Designing marketing collateral for the corporate website, online store and EDM campaigns.

## Selected education

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**2020**

**Cert II in Furniture Making**

*Victoria University*

**2020**

**Front-End Web Developer Nanodegree**

*RMIT Online / Udacity*

**2011**

**Cert IV in Graphic Design**

*Shillington College*

## References

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Available on request.