

AGNIESZKA CICHOCKA

UX/UI designer | Product Designer | UX researcher

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Senior UX/UI Designer and Researcher with 7 years of prior practice as a veterinarian. I combine qualitative research and UX design with product management experience and expert medical domain knowledge. My experience covers both complex B2B products and direct end-customer interaction. Certified in WCAG accessibility auditing, I bring a structured, diagnostic approach to problem-solving and data analysis. I work closely with engineering teams to align user needs with accessibility standards and business goals, having also served as an interim UX team lead for several months.

EXPERIENCE

UX/UI Consultant & Designer

Self-Employed | 2026 – Present

- Deliver end-to-end web design and development projects for private practices and small businesses.
- Utilize AI tools (Claude) to accelerate code generation, prototyping, and layout development.
- Conduct accessibility audits aligned with WCAG 2.1 standards

UX Researcher & Designer (Volunteer)

K.I.D.S. Hospital Innovators Club Foundation | 2025 – present

- Established qualitative research standards, methodologies, and participant recruitment protocols for a new digital hospital platform (MedTech/eHealth).
- Conducted user research sessions with healthcare professionals, patients, and caregivers to inform complex workflow designs.
- Designing and delivering in-house training courses on work organisation and task management

Key Achievements:

- Served as the UX Research Competence Lead for the Hospital Platform project, defining research standards, mentoring team members, and ensuring research quality across the product lifecycle.

Product Designer & Researcher | Product Owner

Deviniti | 2020 - 12.2024

- Conducted qualitative and quantitative research (IDIs, surveys, usability tests), translating insights into actionable recommendations, and presenting strategic findings to key stakeholders, including C-level executives.
- Product management: Served in a dual role as Product Owner and UX/UI designer for 1 year. Ran product discovery, created roadmaps, prioritized backlog, and facilitated cross-functional collaboration with marketing, sales and engineering teams in Scrum.
- UX/UI Design & Information Architecture: Created wireframes, user flows, low-fi and high-fidelity interactive prototypes for enterprise B2B modules, designing around strict technical constraints (iFrame integrations).
- Design System & Accessibility (WCAG): Maintained and scaled the Design System UI library, enforcing WCAG accessibility standards and UI design consistency across web products.
- Operations & Mentorship: Organized the UX knowledge repository, contributed to UX team recruitment, and mentored junior designers on data-driven design practices.
- Interim Team Lead: Coordinated the daily operations of the 4-person UX team for several months. Managed task prioritization, aligned team capacity with product roadmaps, and served as the primary point of contact for the Head of Department.

Key Achievements:

- Successfully integrated qualitative research into the software delivery pipeline, increasing data-informed design decisions by ~40% and cutting feature validation time.
- Acted as both Product Owner and UX/UI Designer for the Advanced Confluence Integration for Jira product, contributing to its continuous development, customer acquisition, and portfolio expansion

B2B Sales Specialist (Atlassian Ecosystem)

Deviniti | 2019 - 2020

- Conducted discovery interviews with prospective B2B clients to identify operational bottlenecks and clarify requirements for Atlassian implementations (Jira/Confluence).
- Prepared tailored software proposals and presented technical/business value to business stakeholders.
- Transferable Impact: Developed an in-depth, hands-on understanding of Jira and Confluence configurations, which later simplified technical alignment with engineering teams during my UX career.

Veterinarian

Zwierzyniec Veterinary Clinic 2011 - 2018

- Diagnostic Methodology: Synthesized unstructured data from patient interviews, lab results, and observations to make accurate clinical diagnoses under tight time constraints.
- High-Stakes Communication: Communicated complex medical diagnostics and treatment plans clearly to anxious stakeholders (pet owners).
- Iterative Care Planning: Monitored recovery indicators and iteratively adjusted treatment plans based on real-time data and patient outcomes.

SKILLS

UX Research & Discovery:

Qualitative & Quantitative Research, In-depth Interviews (IDI), Usability Testing, Contextual Inquiry, Shadowing, Card Sorting, Surveys, Desk Research, Competitor Analysis, Benchmarking.

Product Strategy & Frameworks

User Journey Mapping, Information Architecture (IA), Opportunity Solution Tree, Value Proposition Canvas, SWOT Analysis, Product Roadmapping, Data-Driven Design, Product Metrics Analysis.

UX/UI Design & Accessibility

User-Centered Design (UCD), Wireframing & Prototyping (Low-fi / Hi-fi), Interactive Prototypes, Responsive Web Design (RWD), Design Systems & Maintenance, Accessibility (WCAG 2.1 Auditing), Designing for Technical Constraints (e.g., iFrames).

Tools & Software

Figma, FigJam, Miro, Claude, Dovetail, Hotjar, Google Analytics, Metabase, Survicate, SurveyMonkey, Jira, Confluence, Trello.

Methodologies & Technical Foundation

Agile / Scrum, Product Ownership, Cross-functional Developer Collaboration, Workshop Facilitation, HTML/CSS Basics.

EDUCATION

Postgraduate Diploma in User Experience Design/ Product Design

SWPS University of Social Sciences and Humanities | 2019 - 2020

Bachelor of Science (B.Sc.) in Dietetics

Non-public School of Medicine | 2015-2018

Doctor of Veterinary Medicine (DVM)

University of Environmental and Life Sciences | 2005 - 2011

LANGUAGES

Polish - native

English - C1

CERTIFICATIONS & TRAINING

WCAG Web Accessibility Auditor Certification - Ministry of Digital Affairs | 2026

AIDEAS Artificial Intelligence & Machine Learning - Wroclaw University of Science and Technology & Idea Generator | 2025

Product Analytics - [acion]center | 2023

UX research practice - Witflow (now [acion]center) | 2022

Professional Scrum Product Owner 1 (PSPO 1) - Scrum.org | 2022

Product Analytics - Product Academy | 2021

Design Thinking - Brainwave | 2020

INTERESTS

Crafting & Upcycling: Passionate about hands-on creative projects, including garment sewing, furniture restoration, drawing, and ceramics. I enjoy the process of turning raw materials into functional, aesthetic objects.

Animals & Nature: Animal welfare advocate and pet owner. I enjoy spending time outdoors and staying connected with nature.

I hereby agree to the processing of the personal data contained in my CV for the requirements of current and future recruitment processes.