

Curriculum Vitae

Bavo Lodewyckx

Antwerpen, Belgium

20/07/1991

Focus

My guiding philosophy is to “leave things better than they were when I came.” I believe that success can only be achieved when people are invested in the solution, in a meaningful way. I execute that belief by involving users and stakeholders through every step of the design process. I have been a consistent advocate for finding innovative ways to improve process and employee satisfaction by participating in collaborative committees and innovation training.

I’m a generalist who enjoys finding ways to make myself useful in as many different ways as possible within the scope of a project.

Skills

°°°°	Business IT alignment, Project Management, UX design , Process design, prototyping, Concept design, UX Strategy , Leadership
°°°	People management, Creative concepting , Systems design, Concept design, UX Strategy , UX research, Leadership, Customer journey mapping, Change management , User flows, Audio engineering
°°	Design thinking, Service Design, UX Workshops , UX expert reviews, Service blueprinting , User interviews, Wireframing, Mobile UX patterns, Information architecture, User testing, Prototyping, Video, Live streaming,
°	Atomic Design, App design, Web Design, Material Design, Design Systems, Usability

- ° *Understands basic concepts | Limited use*
- °° *Is able to start from scratch and can improve quality | Used in several projects*
- °°° *Has a profound understanding of the technique and industry standards | Profound practical experience*
- °°°° *All of the above plus the competence to support and help colleagues with complex issues*

Skills in bold are skills I'm most interested in

Featured projects

E-Learning platform - UX Strategist / Program Lead

VDAB

12/2022 - present

2000 Antwerpen - Belgium

Skills: People management, Concept design, Systems design, Leadership, UX Strategy, UX research, Change management, Business IT alignment, Project Management, UX design, User interviews, Wireframing, Prototyping, Information architecture, event organising

Help VDAB create and launch a platform that will assist trainers in switching from a synchronous to asynchronous or hybrid. This platform will allow for knowledge sharing and is carried by experts within domains on E-learning.

My role is to make sure all different teams and expertises (dev/design/marketing/content/community) have good communication between them so a high quality of deliverables is assured. This goes in combination with budget & team management.

BOSA - UX Strategist / Community lead

FOD BOSA

01/2022 - present

2000 Antwerpen - Belgium

Skills: People management, Concept design, Systems design, Leadership, UX Strategy, UX research, Change management, User flows, Material Design, Business IT alignment, Project Management, UX design, User interviews, Wireframing, Prototyping, Information architecture, event organising

Help the Belgian federal government to implement human centred design throughout all level both from a bottom up as a top down approach. Supporting various teams in getting vision and mission statements aligned for optimal performance and drive. Create and give employees training on Human-centred design concepts (UX, design thinking, service design, accessibility,...) to inspire and help cultivate a mindset.

Plato - UX Strategist / Design lead

Katoennatie

09/2019 - 12/2021

2000 Antwerpen - Belgium

Skills: People management, Concept design, Systems design, Leadership, UX Strategy, UX research, Change management, User flows, Material Design, Business IT alignment, Project Management, UX design, User interviews, Wireframing, Prototyping, Information architecture

Create and assist a large logistic player and one of the biggest Belgian companies to incorporate UX into the newly developed applications. Handle stakeholders and IT requirements versus users. Implement a design process for all design in the company as well as streamlining with front end development.

MOEZ - UX Concept designer

Xerius

04/2019 - 06/2019

2000 Antwerpen - Belgium

Skills: UX research, Wireframing, Mobile UX patterns, Usability, Information architecture, User testing

Designing the optimal user flow through a mobile application for registration as a new business and related tasks, based on user research. Applying mobile UX patterns and usability best practices to create a user-friendly mobile app MVP in close collaboration with business stakeholders and the technical team. Expected release: Late 2020

Docket - UX Lead

Docket

12/2018 - present

2000 Antwerpen - Belgium

Skills: People management, Concept design, Leadership, UX Strategy, User flows, Project Management, Business IT alignment, Information architecture

Concept & Strategy design for an innovative planning tool for medical practices. After the concept and strategy design, guarding the UX vision and lead a team of designer to create the wireframes and prototypes. Further, build out the app with the development team in an agile way.

<https://docketmedical.eu/https://www.youtube.com/watch?v=vMCAPsGxBuYExpecte>
d release: September 2019

ANT 333 - Design Lead

Side project

09/2018 - 12/2018

2000 Antwerpen - Belgium

Skills: Creative concepting, Concept design, UX Strategy, App design, Project Management, Design thinking, Wireframing, Prototyping

UX/concept Designer on an app to report problems to the city of Antwerp. This app was designed with the Lean UX method in order to keep the customer's needs and goals the centre of the focus. Guide the concept throughout the entire design process.

Projects

New website - User researcher / Service designer

Bpost

06/2019 - 09/2019

1000 Brussel - Belgium

Skills: UX research, User interviews, Customer journey mapping, Service blueprinting, Change management

Researching and creating customer journeys for Bpost services regarding the new website. Assisting Bpost to put the user at the very centre of their business. Thereby both optimizing the services Bpost offers and spearheading the digital transformation the company is going through. Expected release: 2020

Radio Oorwoud - UX Designer

WWF

01/2019 - 03/2019

2000 Antwerpen - Belgium

Skills: User testing, Information architecture, Wireframing, Prototyping

User testing the app to create the optimal experience for the target users group. Tests were done with children between six and twelve years old. After the test analysing the results and implementing the findings on the product to create an app optimised for the age group. Released: March 2019

PCR - Team lead

CMA CGM

11/2017 - 12/2018

/ Mumbai - India

Skills: People management, Leadership, Change management, Project Management, Business IT alignment, Service blueprinting

Team lead of the PCR team consisting out of the operational and transition team. The transition team was responsible for the full transition of worldwide agencies to the new process. The operational team handled the daily operations for the already operational agencies.

ASV - Youth coach

ASV:TNG

06/2017 - 12/2018

2000 Antwerp - Belgium

Skills: Systems design, People management, Leadership, Change management, UX research

Assist graduates in their final 6 months of school and try to guide them into taking certain steps in their professional career. Residing in logistics educational board off several colleges in the Antwerp region to streamline the courses more to the professional market.

Terminal optimisation - Innovation lead

CMA CGM

11/2016 - 12/2018

/ Marseille - France

Skills: People management, Leadership, Systems design, UX Strategy, Change management, Project Management

Reimagining the way a terminal operates by looking at the entire ecosystem around a terminal. Optimising all possible working areas of a terminal in order to increase efficiency.

PCR - Innovation lead

CMA CGM

01/2016 - 11/2017

/Marseille - France

Skills: People management, Leadership, UX Strategy, Systems design, Change management, Process design, Business IT alignment, Project Management, User interviews

Helping one of the worlds largest shipping companies to implement a new system for rapport creation and follow up, written within the framework of their SAP-based program. This process was written with the collaboration of about 15 international departments with over 90 offices worldwide. Released: November 2017

Change manager - Workshop facilitator

CMA CGM

01/2016 - 12/2018

2000 Antwerpen - Belgium

Skills: People management, Leadership, Change management, UX Strategy, Project Management, User interviews

Supporting different departments to better cooperate and work together. By inviting them into brainstorm sessions on how to better adapt their work process so they can work more easily and more flexible with neighbouring departments. Later done in a more international setting for the company

Experience

03/2021 - present

IO @ **UX Strategist / Service designer**

10/2018 - present

Organiser @ **UX Belgium**

01/2019 - 01/2021

Pàu @ **UX Designer**

01/2017 - 12/2018

Board member committee Education & Promotion
@ **ASV The next generation**

11/2015 - 12/2018

Process designer - Innovation Lead @ **CMA CGM**

08/2015 - 11/2015

Operational planner @ **Transbox United**

01/2013 - 08/2015

Forevermark @ **Diamond grader**

Education & Courses

UX/UI Designer: Design – **Designlab**

UX Designer: UX Design & strategy – **CALARTS California institute of arts**

Diamond grader: Gemmology – **GIA**

Languages

Dutch: mother tongue

English: fluent

French: medium