

Isac Lissåker

User Experience Designer with experience in product development, working across projects from short-term initiatives to complex products and services. I work across the design process, from exploring user needs and uncovering insights to shaping, testing, and validating solutions. I combine a user-centred approach with business goals and close collaboration to create meaningful digital experiences.

Arbetslivserfarenheter

Swedbank

- Developed Swedbanks new app, complex investment management products, Savings services and financial health tools
- Worked continuously with EAA and WCAG accessibility
- Planned and conducted user research and usability tests
- Designed user flows, information architecture, wire-frames, prototypes, and high-fidelity interfaces
- Mapped and iterated complex user journeys
- Collaborated closely with product managers, developers, designers, and business stakeholders
- Facilitated workshops and design sessions
- Navigated complex structures, dependencies, and stakeholder needs while maintaining a user-centered perspective

Appspotr

- Produced and published +20 apps
- Performed user testing
- Improving company SaaS product and features
- Updating design for digital communications channels

Extended responsibilities

- Head Customer success agent
- Took care of all customer requests and issues
- Created social media posts and advertisement

FORS

- Worked with product and brand design
- Did the first graphic design for FORS
- Worked with product administration and development
- Produced digital content for social media
- Managed physical marketing
- Managed social events
- Assisted with crowdfunding

PostNord

- Head terminal and distribution manager
- Staff responsibilities for a team of 20 plus
- Managed schedules and daily tasks
- Had the role as head department on developments meeting
- Daily customer contact

Phone

070-559 06 84

Mail

isac.lissaker@hotmail.com

Location

Stockholm

Portfolio

lissakerportfolio.com

Goals

My goal is to take greater ownership of complex problems and contribute with my UX expertise at a higher strategic and product level

Educations

- **Bergs School of Communication Digital design & strategy**
2019 - 2020
User experience design, User research, Visual design, interaction design, Digital & physical marketing, Pitch & facilitation, Group dynamics

Courses

- **Professional ski instructor**
GSLK, Swedish ski association
Leadership, Team organization, Group management, Educating, Problem solving
- **Telenor Sales education**
Customer service, Sales, Problem solving, Efficient team work

Swedbank courses (selection)

- Adobe Analytics
- Power BI
- Sign off Code of Conduct and Ethics
- Privacy management
- IT Change management foundation
- Information security training
- Financial sanctions
- Climate change