

Anna Joy Lueschen

UX Designer with a background in international relations and teaching. Experienced in creating positive interactive environments for clients and colleagues with diverse hierarchical levels. Skilled at transforming ideas into visual designs to achieve goals collaboratively.

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Frankfurt, Germany
(open to relocation)

<https://www.linkedin.com/in/anna-joy-lueschen>
<https://www.behance.net/annalueschen>

PROJECTS

HomePro

Developed an expert advisory web application for household-projects using the Design Thinking Process for UX framework: BRD, competitive research, user research, user personas, user flows, wireframing, prototyping, usability testing, information architecture

CourFit

Created a responsive workout web application with emphasis on User Interface design principles: design patterns, visual hierarchy, interactions, typography, imagery & grids

PROFESSIONAL EXPERIENCE

Flight Attendant Jan 2015 - Present

Deutsche Lufthansa | Frankfurt, Germany

- Adapt to constantly changing international teams by establishing common goals with clear communication and 360 feedback
- Empathize, foresee and fulfill customers' varying needs to create positive experiences
- Devise and implement fitting solutions when problems arise so that pain points are deescalated

Ceramic Instructor Oct 2019 - Present

Made by You | Frankfurt, Germany

- Lead new and returning customers to identify appropriate goals and support them with clear guidance
- Ideate custom designs with customers to find solutions that suit their level and goals for successful results

English Teacher Jan 2011 - Dec 2015

Inlingua Language School | Muenster, Germany

- Performed verbal tests to assess and rank language skills
- Presented material so that students are motivated to comprehend and retain new information improving skills
- Modified communication with clients and colleagues at different hierarchy levels for harmonious dynamics

EDUCATION

User Experience (UX) Design Oct 2020 - Aug 2021

CareerFoundry | Frankfurt, Germany

Certificate: UX Design Immersion

Certificate: UI for UX Designers Specialization

- 600+ hours immersive program focusing on UX/UI design processes with mentoring from industry experts

SKILLS

Emotional and Visual Design
Generative & Evaluative Research
User Interviews
User Personas & Journeys
User Flows
Iterative Wireframing/Prototyping
Usability & Preference Testing
Information Architecture

TOOLS

Figma
Balsamiq
Marvel
Usability Hub
Affinity Photo

LANGUAGES

English (native)
German (fluent)

CERTIFICATIONS

Intercultural Communication
Resiliency
Psychology of Personality

M.A. National & Transnational Studies Oct 2012 - Oct 2014

University of Muenster | Muenster, Germany

Immigration, transculturalism, nationalism as cultural phenomena

B.A. International Relations Aug 2006 - Aug 2010

Kent State University | Kent, Ohio, USA

Certificate: Teaching English as a Foreign Language

Honors: Magna Cum Laude

VOLUNTEER ACTIVITIES

Mentor for Refugees 2017 - Present

"SOCIUS" Evangelical Regional Association | Frankfurt, Germany

- Completed 80 hours of training in: cultural sensitivity, communication, intercultural relations and understanding discrimination, racism, and culturalization in German society
- Mentor a partner refugee to achieve their educational and assimilation goals
- Participate in monthly supervision sessions with other mentors