

Dubard Jones

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📍 Brewerville, Bible College

🌐 LinkedIn

🔗 Website

🧠 SKILLS

Digital Skill & Leadership

- Digital Transformation strategy & Road-mapping
- Process Optimization & Automation
- Stakeholder Collaboration & Strategic Communication
- Agile & User-Centered Project Support

Health Systems & Technology

- Health Informatics & Data Workflows
- EHR Systems & FHIR Standards Knowledge
- Data Privacy, Security & Governance in Sensitive Contexts

Technical Execution & Development

- Web Application Development (HTML5, CSS, JavaScript, React, TypeScript)
- API Integration & Workflow Automation (n8n, Budibase)
- Technical Documentation & User Guidance

🌐 LANGUAGES

English
Native

German
Very good knowledge

🎓 EDUCATION

BSc in Computer Science, Western Ukrainian University

09/2018 – 06/2022 | Ternopil, Ukraine

Focus: Programming, Project Management, Digital Systems

MSc in Digital Health, Deggendorf Institute of Technology

10/2023 – 01/2026 | Pfarrkirchen, Germany

Focus: Health Informatics, Human-Computer Interaction, Data Privacy & Security in Health Systems

👛 PROFESSIONAL EXPERIENCE

Product Support Designer, Werksoft GmbH

08/2024 – 03/2025 | Brandenburg, Germany

- Acted as a key liaison between users and development teams, translating user-reported issues into actionable technical requirements for digital system improvements.
- Optimized software workflows and user interfaces, leading to enhanced user experience and reduced recurring support tickets.
- Championed user-centered design principles during functional testing and bug reporting cycles within agile development frameworks.
- Developed and maintained clear support documentation and technical communications, facilitating smoother stakeholder updates and user adoption.

User Research & Testing Intern, Global Tech

08/2021 – 02/2022 | Kyiv, Ukraine

- Conducted systematic usability evaluations on web and mobile interfaces, identifying critical pain points that impacted user performance and satisfaction.
- Delivered analytical reports with prioritized recommendations to ICT and development teams, directly influencing product iteration plans.
- Contributed to the design of user onboarding materials, improving initial user comprehension and reducing support inquiries.

Web Support & Graphic Design Volunteer | Oneclick

07/2015 – 08/2018 | Monrovia, Liberia

- Spearheaded the design, development, and maintenance of client-facing webpages, ensuring functionality and resolving complex layout issues.
- Served as an internal IT consultant, providing technical assistance and basic training to staff and clients on web and digital tools.

REFERENCES

Bobby Ballah, *Technical Director*,
OneKlick
+231 775 441874

Lucina Blatty, *Chair Person*,
MOCSA CH
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797570128

PROJECT(S)

Heuristic Evaluation – Healthcare Appointment System | Academic Project

08/2024 – 08/2024

- Performed a strategic assessment of a healthcare booking platform's usability and functionality, identifying systemic navigation flaws.
- Formulated a prioritized roadmap of improvements aimed at increasing booking conversion rates and reducing user frustration, presented to developer and support teams.

Menssol – Mental Health App Prototype | University Project

03/2024 – 06/2024

- Collaborated in a cross-functional team to design and test a prototype for an accessible mental health application.
- Applied principles of accessible design (WCAG) and user-centered testing to ensure the product met diverse user needs.

CERTIFICATES

Web Development - Codeacademy

2023

UX & Design Thinking - Interaction Design Foundation

2025

Health IT Fundamentals - Coursera

2025

Software Testing Bootcamp - Udemy

2025