

Dyann Berendhaus

Experience

Easy LMS

An online learning management system where companies can create and distribute learning material for employees worldwide.

UX researcher | Sep 2021 - present

- Conducting interviews within the client base. I wrote a [blog post](#) about a previous version of this process.
- Analyzing primarily qualitative research results.
- Sharing discovered insights and giving user experience advice during the implementation brainstorming of the problem-solving teams.
- Clustering and processing incoming client insights by creating user stories.
- Performing heuristic analyses based on user experience guidelines composed by a colleague and me. I wrote a [blog post](#) about a previous version of this process.

Graduate intern UX design & research | Feb 2021 - Jul 2021

Graduated with a thesis on: *How might we change the mindset of Easy LMS designers and facilitate them to consider culture in design?*

To achieve this, I have completed a full design process. I wrote a [blog post](#) about some of the outcomes.

Working student UX research | Feb 2020 - Aug 2021

- Conducting interviews within the client base.
- Analyzing A/B tests using *Google Analytics*, *Hotjar*, and *Unbounce*.

Intern UX design & research | Sep 2019 - Feb 2020

Assignment to map the experience of onboarding potential clients over the course of their first visit throughout the first six months and design solutions for their biggest pain points.

To achieve this, I have completed a full design process. I wrote a [blog post](#) about my learnings.

Contact

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[github](https://dyannberendhaus.github.io/uxresearch/index.html) dyannberendhaus.github.io/uxresearch/index.html

Skills & tools

- Interviewing
- User testing
- Condens
- Confluence
- Jira
- Google Analytics
- Hotjar

Education

Bachelor of Science

Sep 2017 - Sep 2021

Communication and multimedia design

Rotterdam University of Applied Sciences

- Thesis on the influence of culture on design and decision-making with a focus on the German market.
- Minor+ in Data Engineering
- Class representative years 1, 2, and 3
- Education program committee member years 2 and 4

Volunteering

Kinderkamp Terborg

Group leader | Aug 2015 - present

- Supervise a group of approximately 10-12 elementary school children (ages 6 to 12) while biking to and from camp, building a cabin, and completing assignments.
- Support evening activities for the oldest participating children and the youngest volunteers (12-15 years old).
- Building up and painting the camp stage.

Terborg Toernooi

Match secretary | May 2022 - present

- Announcing player lineups at the beginning of the match, goal scorers during the match, and match announcements.
- Maintain records surrounding goal scorers, red and yellow cards, and player lineups.

Coördinator tokens | May 2016 - Jun 2019

- Preparing everything around token collection and sale.
- Depositing cash registers and counting money during and at the end of the day.
- Replenish token and change-token inventories.

Pre-university education (VWO)

Sep 2011 - Jun 2017

Nature and technology

Ulenhof College

Courses

Becoming a UX Strategist

Oct 2022

Nielsen Norman Group (online)

Google Analytics for Beginners

May 2021 - Apr 2021

Valid through April 2024

Google (online)

International Baccalaureate

Sep 2015 - Oct 2017

English Language A: language & literature Standard level

Ulenhof College