





 LinkedIn Profile

 Portfolio: [sophiedurand.co.uk](http://sophiedurand.co.uk)

## CONTACT

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## SKILLS

### Prototyping & Designing Tools

- Balsamiq
- Axure
- Sketch
- Adobe Creative Suite

### User Research Methodologies

- Usability & Accessibility Testing
- Diary studies
- Card Sorting
- Tree Testing
- Surveys
- Interviews
- Session-tracking
- Heuristic evaluation

### Web

- HTML
- CSS
- Javascript

## LANGUAGES

- English - Bilingual
- French - Native
- Swedish - Basic

# SOPHIE DURAND

## WORK EXPERIENCE

### Senior User Experience Researcher

Thomas Cook (Ving), London, UK | Sept 2016 - Sept 2017, 1 year

- Defined and conducted user research around the online booking journey.
- Linked qualitative and quantitative data.
- Shared actionable insights to various audiences.
- Ensured design decisions were driven by user insights.

### User Experience Consultant

System Concepts Ltd, London, UK | Oct 2014 - Sept 2016, 2 years

- Planned and executed user research for various clients such as: BBC, Sainsbury's, Vodafone, Avianca.
- Conducted accessibility audits and testing.
- Communicated findings in the most suitable way for various audiences (videos, workshops, reports, etc.).
- Produced wireframes, prototypes and personas.

### Product Definition Analyst

Amadeus IT Group, London, UK | Oct 2013 - Oct 2014, 1 year

- Gathered and analysed user feedback.
- Proposed solutions to improve the usability of a flight management application.
- Produced user stories, specifications and mockups.

### Usability & Accessibility Intern

Amadeus IT Group, Nice, France | Feb 2013 - Aug 2013, 6 months

- Conducted usability and accessibility audits of a booking interface used by hundreds of airlines.
- Produced recommendations and mock-ups.
- Delivered tailored accessibility trainings to teams.

## EDUCATION

### MSc, Software Engineering

Telecom Sud Paris, France | 2010 – 2013

### HCI & Game Technologies Master Courses

Blekinge Institute of Technology, Sweden - Erasmus Exchange | 2012

### Classe préparatoire aux grandes écoles

Lycée Kléber, France - Preparing for the national competitive exams to enter top engineering schools | 2008 – 2010