

SOPHIE DURAND

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WORK EXPERIENCE

Senior User Experience Researcher

Thomas Cook (Ving), London, UK | Sept 2016 - Current

- Defined and conducted user research for ThomasCook.com.
- 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, China Southern Airlines.
- Conducted accessibility audits and testing.
- Communicated findings in the most suitable ways for various audiences (videos, workshops, posters, 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 to propose ways 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 system, and produced recommendations and mock-ups.
- Delivered tailored accessibility trainings to various teams.



EDUCATION

MSc, Software Engineering

Telecom Sud Paris, France | 2010 – 2013

HCI & Game Technologies 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



SKILLS

Research

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

Prototyping

- Balsamiq
- Axure
- Sketch
- Adobe Creative Suite

Accessibility

- Audits & Testing
- WCAG 2.0
- Common screen readers
- OS accessibility settings

Web

- HTML
- CSS
- Javascript



LANGUAGES

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