

Jonas Kjeldmand Jensen

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ABOUT ME

Driven by a passion for understanding the intersection of humans and technology, I am Jonas Kjeldmand Jensen, a versatile Computer Scientist with a strong foundation in cognitive science, data science, and human-centered computing. I have extensive experience in Human-Computer Interaction, UX/UI, product design, machine learning, and collaborative problem-solving across cross-functional teams. As a published researcher in top-tier HCI conferences, I am committed to driving innovation and delivering user-centered solutions that make a meaningful impact, aligning with both end-user and business needs.

EXPERIENCE

- **The Danish Ministry of Taxation - Skatteankestyrelsen** On-site
User-Centered Digital Developer (Full-time) dec 2022 - current
 - **Developed a customer satisfaction survey system:** operating spanning multiple platforms and software applications, utilized for approximately 16,000 resolved complaint cases annually.
 - **Created user-friendly tax appeal forms available to 1.7 million Danish citizens:** informed by a deep understanding of the business process to streamline information capture and case processing.
 - **Designed automated document retrieval solution:** for Motor Vehicle Agency (Motorstyrelsen) and Traffic Authority (Færdselsstyrelsen), reducing case processing time by 6% for 5000 cases annually.
- **Odeno A/S** On-site
UX Researcher & Frontend Developer (Full-time, Contractual) jun 2022 - dec 2022
 - **Led agile feedback-driven development:** conducting usability testing, fostering cross-functional collaboration, and utilizing user insights to enhance the platform's user experience. Collaborated across technical, commercial, and managerial departments to prioritize objectives and streamline development tasks.
 - **Data-driven Decision Making:** Employed data analysis and visualization techniques to derive actionable insights from user behavior data, customer feedback, and financial metrics. Informed design decisions and product enhancements based on data-driven findings, contributing to the continuous improvement of platform performance and user satisfaction.
- **Human-Centred Computing Research Section, DIKU** On-site
HCI MA Researcher (Part-time, Contractual) dec 2020 - jun 2022
 - **Led empirical data collection of over a 100 participants for a high-impact research paper:** Conducting extensive remote interviews to explore phone usage and app preferences, thus shaping an upcoming CHI paper. Integral to research direction and insight generation, demonstrating a commitment to thorough analysis.
 - **Applied NLP and ML techniques on large datasets:** Conducting sentiment analysis, topic modeling, and named entity recognition on extensive interview data. Utilized machine learning algorithms to extract key themes, sentiment patterns, and identify important entities, providing actionable insights for decision-making and strategic planning.
 - **Co-authored usability study on novice users' use of 3D CAD software in CHI:** Conducted thorough quasi-qualitative analysis as part of an in-depth study, aimed at uncovering the intricate challenges novice users encounter in current 3D fabrication design practices.
- **Yngre Læger, Lægeforeningen** On-site
UX/UI Designer (Part-time & Full-time) jan 2017 - nov 2020
 - **Led the iterative design process for a newly implemented chatbot:** Conducting user evaluations and in-depth analysis of user feedback. Iteratively refined the chatbot's Natural Language Understanding (NLU) capabilities based on user insights to enhance user experience and usability.
 - **Crafted seamless user experiences across touchpoints:** Designed and integrated new website components and UI elements, optimizing CMS and CRM systems for our 16,000 weekly users.
 - **Facilitate and analyze group interviews:** Collaborated with stakeholders to co-create prototypes for digital products.
- **Human-Centred Computing Research Section, DIKU** On-site
HCI BA Student Researcher (Full-time, Contractual) may 2018 - nov 2018
 - **Developed interactive software and embedded systems solutions for PhD fellows:** Such as interactive IQ tests, 3D CAD designs, and sensor & actuator physical setups, to support PhD students in their research projects.
 - **Contributed to a CSCW study:** Participated in a research project investigating the start-up tech landscape in the occupied regions of Palestine, and facilitated on-campus workshops with visiting professors.
- **DIS, Study Abroad in Scandinavia** On-site
Student Video & Graphic Designer (Part-time) jan 2015 - aug 2017
 - **Wireframes and visual prototypes:** Aid senior UX designers in creating wireframes, prototypes, and visual designs.
 - **Design reviewing and refinement:** Conducted design reviews to solicit feedback and improve design solutions.
 - **Video filming and production:** Filmed video tutorials and content to assist study abroad students in Copenhagen.

EDUCATION

- **Master of Science in IT and Cognition** Copenhagen, Denmark
2019 – 2022
University of Copenhagen
Specialized in combining advanced technology with deep insights into human cognition, developing innovative technologies that mimic human cognitive processes in language, visual recognition, and artificial intelligence.
Courses: Cognitive Science & Modeling; Scientific Programming; Vision & Image Programming; Natural Language Processing; Data Science; Machine Learning & Deep learning; Human-Centred Computing; Designing Interactions (ITU); Digital Entrepreneurship (CBS)
- **Bachelor of Arts in IT and Communication** Copenhagen, Denmark
2014 – 2018
University of Copenhagen
Gained a solid foundation in digital innovation and user-centered design, combining technical skills with a deep understanding of how IT affects users and organizations.
Courses: Computer Science; Communication Theory; Empirical Research Methods; Interaction Design; Digital Innovation; Analysis, Design & Regulation of IT-Infrastructure; IT Project Management & Requirement Specification; Co-Design (ITU)

SKILLS SUMMARY

Languages	Python, R, Embedded C/C++, Rust, Javascript/TS, HTML, CSS, SQL, Shell Scripting (Bash)
Frameworks	NLTK, SpaCy, Scikit-learn, TensorFlow, PyTorch, OpenCV, Keras, Flask, React, three.js, Vue.js, NodeJS, P5.js, ml5.js, Processing, openFrameworks
Usability	Site Maps, User Flows, Wireframes, Mock-Ups, Interviews (Remote and In-Person), Surveys, Observation, Self-Report logs, Heuristic Evaluation, In-Lab Prototype Usability Testing, Co-Design, Participatory Design, Research through Design
Hardware	Embedded Systems (Arduino, ESP32, Raspberry Pi, ESP8244), Smart Systems, Edge-AI Sensors/HCI (Biometric, Digital/Analog, Capacitive, Audiovisual, Position/Motion), LEDs, Wireless (Bluetooth, Wifi, Infrared), IoT, Wearable Sensors
Design Tools	Figma, Adobe (XD, Ps, Ai, ID, Premiere), Miro, Canva, Sketch, Affinity Designer, InVision
3D Fabrication	AutoCAD, OpenCAD, Solidworks, Blender, Rhino, Laser Cutting, 3D Printing, KiCAD, Soldering, PCB-Prototyping, Woodworking, Casting & Molding
Soft Skills	Initiator, Adaptable, User-Focused, Innovative, Creative Problem Solver, Collaborative

PUBLICATIONS

- **Jonas Kjeldmand Jensen, Daniel Ashbrook:** Exploring Audio Icons for Content-Based Navigation in Voice User Interfaces, in *ACM CUI '23*. [DOI](#).
- **Jonas Kjeldmand Jensen, Tawfiq Ammari, Pernille Bjørn:** Into Scandinavia: When Online Fatherhood Reflects Societal Infrastructures, in *ACM GROUP '19*. [DOI](#).
- **Chandan Mahapatra, Jonas Kjeldmand Jensen, Michael McQuaid, Daniel Ashbrook:** Barriers to End-User Designers of Augmented Fabrication, in *ACM CHI '19*. [DOI](#).

CONFERENCES

- **Presenter**, The ACM CUI Conference on Conversational User Interfaces (CUI), 2023
- **Student Volunteer**, The ACM CHI Conference on Human Factors in Computing Systems is the premier international conference of Human-Computer Interaction (HCI), 2019

VOLUNTEER EXPERIENCE

- **Student Volunteer Coding Pirates** Copenhagen, Denmark
2019
Helped kids learn to program things with sensors, Arduino and C++.
- **Event Organizer & Host at Byens Radio (local FM radio station)** Copenhagen, Denmark
2015 - 2018
Organized events and DJ'ed at radio programs reaching over 5000 local FM Listeners.

PROFESSIONAL REFERENCE

- **Professor and Vice Chief of Research, Pernille Bjørn Rasmussen** Email: pernille.bjorn@di.ku.dk
Phone Number: Request
I analyzed data for mapping Palestine's start-up landscape for Pernille.
- **Co-Founder & CTO, Bertin Guldborg Hansen** Email: bertin@odeno.dk
Phone Number: Request
Closest superior and primary strategist for development in the Odeno Startup.