Sergey Rozum - CX/UX Researcher

Master of Sociology (HSE, Comparative Social Research, 2018)
Desired position: middle/senior/lead researcher, head of lab/department/research
Languages: English, Russian
Moscow, Russian Federation, open for relocation
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CX/UX Researcher with wide experience in different types of research. I have worked on marketing, political, and user experience studies.
Right now, I'm looking for new opportunities outside of Russia. And ready for smaller positions, due to this shift.

Skills

■ Researcher ■ Manager ■ Lector

- Customer Experience
- User Experience
- R
- Excel
- Quantitative research
- SNA
- SPSS
- Qualitative research
- CJM
- Python
- JTBD
- Joint interviews
- Focus Groups
- Comparative research
- In-depth interviews
- Research design
- Usability testing
- Longitudinal research
- Surveys
- Research insights presentation

- Usability labs organization
- Template's creation
- Briefing
- Methodology design
- Mentoring
- Public speech
- Research automatization

- Article writing
- Lectoring
- Preparation of curricula

Work experience (5 years and 8 month in profession)

ⓇHSE (02.2020 - now) **Guest lector**	• Trained more than 5 streams of students • Created a calculator for calculating CX/UX metrics
Sberbank of Russia (09.2019 - now) **Head of UX Research**	• Organized the work of the department • Introduced remote research methods • Created a set of heuristics for testing voice interfaces • Increased the productivity of the department • Introduced training seminars for internal customers • Participated at RAUX-2021 as a speaker
MST Group (11.2018 - 09.2019) **Lead UX Researcher**	• Created templates for each stage of the research process • Created a field usability lab
Usability Factory (11.2016 - 11.2018) **Usability analyst**	• Introduced JTBD research and the Kano model • Redesigned the SUM calculator and created a template for calculating the UMUX index • Attended Profsoux 2019 as a speaker
WCIOM - RUSSIAN PUBLIC OPINION RESEARCH CENTER (04.2016 - 10.2016) **Assistant in Department of Monitoring and Electoral Research**	• Collected an interactive prototype of a dashboard with electoral data from improvised materials (excel and powerpoint) • Received a written commendation for my work on the 2016 exit poll
TNS Global (03.2015 - 07.2015) **Interviewer**	• Nailed more than 30 interviews in 1 day