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. Ready for global market and new challenges.

Skills

■ Researcher   ■ Manager   ■ Lector

Customer Experience   SNA   Excel   R   JTBD
SPSS   CJM
User Experience   Joint interviews
Quantitative research
Qualitative research   In-depth interviews
Python   Focus Groups
Surveys
Comparative research   Usability testing
Research design   Longitudinal research
Usability labs organization
Research insights presentation   Template's creation
Methodology design   Public speech
Briefing   Research automatization
Mentoring   Insights' repositories
Article writing   Preparation of curricula
Lecturing
Actionable feedback

Work experience (6 years and 2 month in profession)

HSE
(02.2020 - now)
Guest lector
- Trained more than 5 streams of students
- Created a calculator 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

MTS 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 power point)
- 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