

Matti Hicks

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Employment

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| 9/2016 – current | EF Education First
UX Researcher
Lucerne, Switzerland
Leading research on the product design team responsible for transforming the future of the global education company with over 45,000 employees. |
| 3/2013 – 08/2016 | Novartis
Senior UX Researcher
Basel, Switzerland
Led the research and design of social technologies within an institute focused on drug discovery. |
| 03/2010 – 08/2012 | Midwife's Ultrasound
UX Researcher
Seattle, Washington
Researched and designed a low-cost ultrasound device for midwives in developing regions, specifically for those working in remote villages. This project was sponsored by the Bill & Melinda Gates Foundation. |
| 06/2011 – 08/2011 | Erasmus Studio
Research intern
Rotterdam, the Netherlands
Researched and designed a web-based photo archive that facilitated access to over thirty years of photos from Dutch history textbooks. |
| 07/2009 – 03/2010 | University of Washington
Research assistant
Seattle, Washington
Researched student perspectives on engineering education through a four-year study sponsored by the National Science Foundation. |

Education

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| 08/2012 | University of Washington, Seattle, Washington, USA
Bachelor of Science, Informatics: Human-Computer Interaction
Bachelor of Arts, Comparative History of Ideas with Honors
3.91/4.00 scale Grade Point Average, <i>summa cum laude</i>
2012 Faculty Award for Student Excellence in Informatics
Member of Phi Beta Kappa |
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Skills

Specialties: field research, user journeys, interviews, surveys, JTBD, usability testing, research design, persona creation, contextual inquiry, workshops

Applications and Technology: Ethnio, Airtable, Adobe Omniture, FullStory, Typeform, Intercom, UserTesting.com, Zeplin

Languages: English, German

Publications

W. Brunette; **M. Hicks**; A. Hope; G. Ruddy; R. Anderson; B. Kolko. "Reducing Maternal Mortality: An Ultrasound System for Village Midwives." IEEE Global Humanitarian Technology Conference (GHTC), October 2011.

A. Hope; **M. Hicks**; W. Gerard; P. Prasad; K. Saville; W. Brunette; L. Ham; J. Keh; R. Anderson; G. Borriello; B. Kolko; R. Nathan. "Designing an Intelligent Medical Assistant for Diagnostic Ultrasound." International Conference on Intelligent User Interfaces (IUI), February 2011.

W. Brunette; W. Gerard; **M. Hicks**; A. Hope; R. Anderson; G. Borriello; B. Kolko; R. Nathan. "Portable Antenatal Ultrasound Platform for Village Midwives." ACM Computing for Development (DEV), December 2010.