

# Matti Hicks

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Nationality: American, Niederlassungsbewilligung (C)

## Employment

9/2016 – current	EF Education First UX Researcher Lucerne, Switzerland Leading research on the product design team responsible for transforming the digital future of EF Languages Abroad.
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.
09/2012 – 02/2013	Moving to Switzerland, World Health Organization Writer Geneva, Switzerland Moved to Switzerland and shortly thereafter started writing, editing, and finalizing communications material to the Member States of the United Nations.
03/2010 – 08/2012	Midwife's Ultrasound, Bill & Melinda Gates-sponsored project UX Researcher and Designer Seattle, Washington Researched and designed for a UI of an ultrasound device for midwives in developing regions, specifically for those working in remote villages. <a href="#">Link to project and publications</a>
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

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, *summa cum laude*  
2012 Faculty Award for Student Excellence in Informatics  
Member of Phi Beta Kappa

## 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, Sketch, InVision, Zeplin

Languages: English, German