

Matti Hicks

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Employment

9/2016 – current	<p>EF Education First UX Researcher Lucerne, Switzerland</p> <p>Leading research on the product team responsible for transforming the future of the global education company with over 45,000 employees.</p>
3/2013 – 08/2016	<p>Novartis Senior UX Researcher Basel, Switzerland</p> <p>Led the research and design of social technologies within an institute focused on drug discovery.</p>
09/2012 – 02/2013	<p>Moving to Switzerland, World Health Organization Writer Geneva, Switzerland</p> <p>Moved to Switzerland and shortly thereafter started writing, editing, and finalizing communications material to the Member States of the United Nations.</p>
03/2010 – 08/2012	<p>Midwife's Ultrasound, Bill & Melinda Gates-sponsored project UX Researcher and Designer Seattle, Washington</p> <p>Researched and designed for a UI of an ultrasound device for midwives in developing regions, specifically for those working in remote villages. Link to project and publications</p>
06/2011 – 08/2011	<p>Erasmus Studio Research intern Rotterdam, the Netherlands</p> <p>Researched and designed a web-based photo archive that facilitated access to over thirty years of photos from Dutch history textbooks.</p>
07/2009 – 03/2010	<p>University of Washington Research assistant Seattle, Washington</p> <p>Researched student perspectives on engineering education through a four-year study sponsored by the National Science Foundation.</p>

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: user journeys, customer and stakeholder interviews, surveys, JTBD, usability testing, field study, research design, persona creation, workshops

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

Languages: English, German