

# Matti Hicks

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## Employment

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| 9/2016 – current  | EF Education First<br>UX Researcher<br>Lucerne, Switzerland<br>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<br>Senior UX Researcher<br>Basel, Switzerland<br>Led the research and design of social technologies within an institute focused on drug discovery.  |
| 03/2010 – 08/2012 | Midwife's Ultrasound<br>UX Researcher<br>Seattle, Washington<br>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<br>Research intern<br>Rotterdam, the Netherlands<br>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<br>Research assistant<br>Seattle, Washington<br>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<br>Bachelor of Science, Informatics: Human-Computer Interaction<br>Bachelor of Arts, Comparative History of Ideas with Honors<br>3.91/4.00 scale Grade Point Average, <i>summa cum laude</i><br>2012 Faculty Award for Student Excellence in Informatics<br>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.