

# Matti Hicks

<https://mattihicks.com>

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## Employment

5/2019 – current	<p>Credit Suisse User Researcher Zürich, Switzerland</p> <p>Researching to improve digital products, services, and experiences across all divisions within the global bank. Co-managing the UX Lab.</p>
9/2016 – 3/2019	<p>EF Education First UX Researcher Lucerne, Switzerland</p> <p>Led 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 &amp; Melinda Gates-sponsored project UX Researcher and Designer Seattle, Washington</p> <p>Researched for and designed an ultrasound device UI for midwives in developing regions, specifically for those working in remote villages. <a href="#">Link to project and publications</a></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

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: user journeys, field study, 1:1 interviews, surveys, JTBD, usability testing, research design, roadmap co-planning, persona creation, workshops

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

Languages: English, German