

Milda Norkute

Senior UX Researcher with experience in design and frontend engineering

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Skills

Research--

Usability and desirability studies, participatory design workshops, survey research, interviews, field research, experiment design, diary studies.

Data analysis--

Python, SPSS

Design & research software--

Figma, Miro, UserZoom

Web development--

Javascript, React.js, CSS/SCSS, HTML, git

Other skills--

Communication, organisation, mentoring, problem solving, relationship building, delegation, storytelling

Languages

Fluent-- Lithuanian, Spanish, English

Conversational-- French, German

Publications

ACM Creativity & Cognition 2022: Short Paper Publication

ACM CHI Proceedings 2021: Extended Abstract Publication

UCAI '21: Workshop on User-Centered Artificial Intelligence: Position Paper

Public Speaking

2021 October-- Data Innovation Summit

2021 September-- UCAI '21: Workshop on User-Centered Artificial Intelligence

2021 June-- Summer Institute in Computational Social Science at ETH

2021 May-- ACM CHI 2021

Work experience

2019 - Present-- Lead Researcher & Designer at Thomson Reuters Labs, Zug, Switzerland

Promoted from Senior to Lead in 2022. The Labs pursue data driven innovation across Thomson Reuters product portfolio. My work is focused on UX of AI solutions. For example:

- Led UX research & design in a project exploring the benefits of different explainability features to users for a legal document summarization solution within an editorial tool
- The feature increased the editor efficiency by 40%
- Led the effort to publish this work in ACM CHI 2021
- Led the effort to create a UX research repository at TR Labs
- Helped to scale the team from 3 to 7, mentored junior team members
- Upskilled data scientists in UX processes & methods

2018 - 2019-- UX Designer & Front End Developer at CERN, Geneva, Switzerland

Led the redesign process of a website with tools to troubleshoot Windows computers. No previous UX research existed.

- Led generative research, concept & usability testing activities to inform designs, created wireframes
- Developed a set of user profiles based on interviews
- Built the front-end of the web based application
- Established metrics to track - new website reduced service desk queries about windows computer issues by ~50%
- Educated CERN's senior IT leaders about the value of UX

2017 Summer-- UX Designer at Nokia, Espoo, Finland

I worked on the Kuha mobile network project.

- Led generative research & concept testing for new features, usability inspections, created wireframes
- In < 2 months one of the existing UIs based on my research and designs was simplified and redeveloped completely
- This increased the number of positive product reviews

2014 - 2016-- Research Executive at Newsworks, London, UK

Newsworks is the marketing body for national UK newspapers. Newsworks conducts original research into readership across print and digital platforms.

- Responsible for management and execution of various research projects
- Initiated an academic partnership with university of Bath

2012 - 2013-- Research Assistant at UC Institute of Language Brain & Behaviour, Christchurch, New Zealand

I was involved in multiple academic research projects looking into gestures, speech, emotions & others. My tasks included designing research materials, conducting interviews, testing people in the lab, analysing data, writing reports.

Education

2016 - 2018-- Masters in Human Computer Interaction at KTH Royal Institute of Technology & Aalto University

Double degree student at EIT Digital Academy. Studies focused on researching & designing different user interfaces. Also took some courses in entrepreneurship.

2011- 2014-- University of Bath, BSc (Hons) Psychology

One of the top 3 universities for studying psychology in the UK. Graduated with First Class Honours, won department of Psychology prize for the best dissertation.