

Milda Norkute

AI Product Designer with experience in research and frontend engineering

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Skills

Research--

Usability inspections, participatory design workshops, survey research, interviews, conducting field research, experiment design

Data analysis--

Python, SPSS

Design software--

Figma, Miro, Sketch, Abstract, UserZoom

Web development--

Javascript, React.js, CSS/SCSS, git, d3.js

Languages

Fluent-- Lithuanian, Spanish, English

Conversational-- French, German

Publications

UCAI '22: Workshop on User-Centered Artificial Intelligence: Publication

ACM Creativity & Cognition 2022: Paper publication

ACM CHI Proceedings 2021: Extended Abstract Publication

Public Speaking

2022 July-- 1st Workshop on Measuring the Quality of Explanations in Recommender Systems (QUARE) at SIGIR

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

2021 May-- ACM CHI 2021

Certifications

2020-- Natural Language Processing with Classification and Vector Spaces: Coursera

Work experience

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

Promoted from Senior to Lead in 2022. Labs build AI solutions across Thomson Reuters product portfolio. I work on User Experience of these AI solutions. For example:

- Led UX research & design in a project exploring the benefits of various explainability features to users for a legal document summarization solution. This feature increased user efficiency by 40%. Published this work in ACM CHI 2021.
- Led UX & UI design work to build Interactive Topic Modeling Tool, adopted by multiple internal teams
- Scaled design team from 3 to 7, mentored junior members
- Leading Human Centred AI research theme as part of the Labs AI research program: evaluating research proposals, advising research project teams, developing theme strategy

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

Led the redesign process of a website with tools to troubleshoot Windows computers:

- Led generative research, concept & usability testing activities to inform designs, created wireframes
- Built the front-end of the web based application
- New website reduced service desk queries about windows computer issues by 50%

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

I worked on the Kuha mobile network product.

- Led generative research for new features, usability inspections, created wireframes and user journeys
- In < 2 months one of the existing UIs based on my research and designs was simplified and redeveloped completely

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. I worked on research projects: created research materials, did data analysis, etc.

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 & Design at KTH Royal Institute of Technology & Aalto University

Double degree student at EIT Digital Academy. Studies focused on researching, designing & developing different user interfaces including web, mobile, VR/AR. Also included 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.