

# Tech Novice User



*"I love seeing and talking to my granddaughter."*

**Age:** 75

**Work:** Retired factory worker

**Family:** Married, kids, and grandkids.

**Location:** Gunma, Japan

## Goals

- talk with his son and his son's family
- keep learning
- practice his English

## Frustrations

- covid-19 prevents him from visiting his family
- complicated technology
- doesn't like to video chat from his PC

## Bio

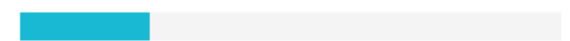
Takaki Hiroo is a retired Japanese man who loves to learn. He's been studying English for years and has set up his phone to operate in English. He is really missing his family during the pandemic and wants to learn how to video chat with them. Additionally, he wants to join online English classes and his school uses Skype.

## Motivation

Incentive



Fear



Growth



Social



## Personality

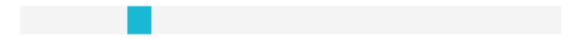
Introvert

Extrovert



Thinking

Feeling



Sensing

Intuition



Judging

Perceiving

