



LÉO RIBAS
UX Researcher

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SIGNIFICANT WORK

Cross-Functional Collaboration

Plunet GmbH

Collaborated with various stakeholders to improve efficiency and reinforce user-centric design practices.

- Partnered with the **Product Manager** to assess user needs and shape the product roadmap.
- Collaborated with **Product Owners** to capture user insights and inform decisions.
- Supported the **UX Designer** in interface design through user testing.
- Worked with **Sales and Marketing** to keep the client database current and accurate.

Plunet Annual Survey

Plunet GmbH

I oversaw Plunet's yearly customer-satisfaction survey, working with Sales, Management and Product teams to shape their roadmaps.

- 200 + respondents per survey
- Results indexing for easy access
- Qualitative + statistical analysis
- Reporting with actionable insights

Usability & Accessibility Advocate

Plunet GmbH

I advocated for usability and accessibility, leading multiple projects focused on those goals.

- Surveyed clients to pinpoint accessibility needs and required technical fixes.
- Rolled out standard usability tests (CSUQ, SUS) across teams.
- Worked with the UX designer to define usability standards.

Teaching User Experience

University of Strasbourg

I developed a from-scratch UX and usability online course for a university module.

- Created a centralized repository of UX knowledge for students.
- Designed the course around ten one-hour lessons, each with hands-on exercises.
- Delivered the course, answered participants' questions, and assessed their learning.

WORK EXPERIENCES

UX Researcher

March 2022 - Now

I oversee user research at Plunet, shaping research strategy and executing it through interviews and surveys.

Plunet GmbH

Berlin

Part-time University Lecturer

January 2024 - Now

Teaching the "Introduction to UX and usability" module for a Master's degree in Multilingual Web Communication (Master CAWEB).

University of Strasbourg

Online

Customer Care Agent

March 2019 - January 2021

Customer support for transportation tickets dealer, transport companies and roadside assistance.

Majorel GmbH - Omio GmbH

Berlin

Research assistant

February 2018 - July 2018

For my Master's thesis, I worked at the Institut de Neurosciences Cognitives et Intégratives d'Aquitaine. My project focused on the relationship between associative memory and emotion.

INCIA Neurocampus

Bordeaux

SKILLS

Area of expertise

UX Strategy

Research & Analysis

Qualitative & Quantitative Methodology

Wireframing & Prototyping

Usability Testing

Psychology & Cognitive Science

Tools

Collaborative Design (Figma)

Quantitative Analysis (Excel, SPSS)

Qualitative Analysis (Condens)

Audience Manager (Mailchimp)

Knowledge-management platform (Confluence)

Language

French (native)

English (fluent)

German (intermediate)

EDUCATION

Ironhack Bootcamp

October - December 2021

UX/UI Design Program

Ironhack

Berlin

Master's degree in Cognitive Science

September 2015 - July 2018

University of Bordeaux

Technology, Ergonomics and Handicap Program

Bordeaux

Bachelor in Biology & Ecology

September 2012 - July 2015

University of Perpignan

Perpignan