



LÉO RIBAS

UX Researcher

/leo-ribas

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SIGNIFICANT WORK

Cross-Functional Collaboration

Plunet GmbH

I 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

Technology, Ergonomics and Handicap Program

University of Bordeaux

Bordeaux

Bachelor in Biology & Ecology

September 2012 - July 2015

University of Perpignan

Perpignan