



Daniëlle Duijst

UX Designer & Researcher

Malta

danielleduijst.com

linkedin.com/in/danielleduijst

SKILLS

UX Research

Field studies

Surveys

Usability Testing

Interviewing

A/B Testing

UX Design

Interaction Design

UI Design

Prototyping

User Empathy

Development

HTML / CSS

Git

JavaScript

Dialogflow

Languages

Dutch (native)

English (fluent)

French (basic)

Maltese (basic)

I am an enthusiastic and innovative UX Designer, skilled in UX research and Prototyping. Last year, I worked on the UX design and research of three different applications, including the validation of a sustainability app. I researched the effect of personalisation on the UX of chatbots, which has more than 14k reads. I also have experience in Product Management and Front-end Development.

EXPERIENCE

UX Designer & Researcher

ABN AMRO through NAVARA | Amsterdam

Apr 2019 - Apr 2020

Worked on the UX Design and conducted UX research for multiple apps. Delivered high-fidelity prototypes. Organised pilots to gather feedback. Collaborated with stakeholders and developers continuously.

UX Consultant / Front-end Developer

ABN AMRO through Capgemini | Amsterdam

Mar 2018 - Apr 2019

Delivered responsive front-end components, worked with a design system and performed usability tests for the corporate website of ABN AMRO. Did a knowledge sharing session about innovation in e-commerce.

UX Developer

Blue Harvest through Capgemini | Amsterdam

Feb 2018 - Mar 2018

Developed angular components and improved the UX design of an MVP platform at Blue Harvest within an international team.

UX Researcher

ETPA | Amsterdam

Jan 2018 - Feb 2018

Inventorised business and user goals, mapped user journeys, created an information architecture and delivered an UX recommendation report.

IT Talent Trainee

ABN AMRO through Procam | Amsterdam

Sep 2017 - Jan 2018

Gathered requirements from stakeholders, wrote user stories, improved team processes and designed an intranet page and logos for the team.

Graduate Research Intern UX & Chatbots

Capgemini | Utrecht

Apr 2017 - Jul 2017

Researched and delivered a Thesis about the effect of personalisation on the User Experience of Chatbots within the Financial Sector.

Tools

Figma / Sketch

Invision

Photoshop

After Effects

Usability Hub

Jira

Google Analytics

Awards

T500 TNW Talent under
25 shortlist 2018

T500 TNW Talent under
25 shortlist 2017

References

Bert de Groot
(ABN AMRO)

Mattijs Ghijssen
(Navara)

Owen Spekschoor
(Navara)

Wouter Slager
(Capgemini)

Stefan Scerri
(Tipico)

Trainee Product Management

Tipico | Malta

Mar 2016 - Aug 2016

Conducting user research, creating user tests and user flow diagrams. Analysing user data from Google Analytics and UsabilityHub to advice and report to product managers, UX designers and business analysts.

Research Intern UX/UI

Bright Alley | Utrecht

Sep 2015 - Feb 2016

Researching how to improve the UI/UX of a knowledge-sharing application by doing interviews, observations and delivering a report of recommendations, including UI design improvements.

Webdeveloper

Social Brothers | Utrecht

Jun 2015 - Sep 2015

Delivering responsive and user-friendly websites. Learned PHP, HTML, CSS and JavaScript on the job.

EDUCATION

M.Sc. Information Studies (Human-Centered Multimedia)

University of Amsterdam

2016 - 2017

Minor Digital Design & Psychology

University of Malta

2014 - 2015

B.Sc. Information Studies

University of Utrecht

2012 - 2016

CERTIFICATES

Fundamentals of Digital Marketing

Google

Dec 2018

Customer Journey Design

Capgemini

Nov 2018

Professional Scrum Master I

Scrum.org

May 2018