Matti Hicks

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Employment

5/2019 – current	Credit Suisse Senior User Researcher Zürich, Switzerland
	Leading user research to improve digital products across all divisions within the global bank. Mentoring and co-managing the UX Lab.
9/2016 – 3/2019	EF Education First UX Researcher Lucerne, Switzerland
	Led international research on the product team responsible for transforming the digital future of the global education company.
3/2013 – 08/2016	Novartis Senior UX Researcher Basel, Switzerland Led the research and design of social technology products within an institute focused on drug discovery.
09/2012 – 02/2013	Moving to Switzerland, World Health Organization Writer Geneva, Switzerland
	Moved to Switzerland and shortly thereafter started writing, editing, and finalizing communications material to the Member States of the United Nations.
03/2010 – 08/2012	Midwife's Ultrasound, Bill & Melinda Gates-sponsored project UX Researcher and Designer
	Seattle, Washington Researched for and designed an ultrasound device UI for midwives in developing regions, specifically for those working in remote villages. Publications: <u>http://hicksresearch.com/ultrasound-work/</u>
06/2011 – 08/2011	Erasmus Studio Research intern Rotterdam, the Netherlands Researched and designed a web-based photo archive that facilitated access to over thirty years of photos from Dutch history textbooks.

07/2009 – 03/2010	University of Washington Research assistant Seattle, Washington Researched student perspectives on engineering education through a four-year study sponsored by the National Science Foundation.
Education	
08/2012	University of Washington, Seattle, Washington, USA Bachelor of Science, Informatics: Human-Computer Interaction Bachelor of Arts, Comparative History of Ideas with Honors 3.91/4.00 scale Grade Point Average, <i>summa cum laude</i> 2012 Faculty Award for Student Excellence in Informatics Member of Phi Beta Kappa

Skills

Research methods: Usability testing, in-depth interviewing, secondary research, surveys, user journeys, expert reviews, heuristic evaluations, personas, jobs-to-be-done

Activities: mentoring, workshops, roadmap co-planning, presenting to executive boards, senior stakeholder management

Technology: Qualtrics, Typeform, Optimal Workshop, UserTesting.com, Adobe Analytics, Intercom, Sketch, Invision, Trello, Mural, Airtable, Zeplin

Languages: English (native), German (B2), Dutch (A2)