

Matti Hicks

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Employment

- 9/2016 – current EF Education First
UX Researcher
Lucerne, Switzerland
Leading research on the product design team responsible for transforming the future of the global education company with over 45,000 employees.
- 3/2013 – 08/2016 Novartis
Senior UX Researcher
Basel, Switzerland
Led the research and design of social technologies 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
Seattle, Washington
Researched and designed for a UI of an ultrasound device for midwives in developing regions, specifically for those working in remote villages.
[Link to project and publications](#)
- 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, *summa cum laude*
2012 Faculty Award for Student Excellence in Informatics
Member of Phi Beta Kappa

Skills

Specialties: field research, user journeys, interviews, surveys, JTBD, usability testing, research design, persona creation, contextual inquiry, workshops

Applications and Technology: Ethnio, Airtable, Adobe Omniture, FullStory, Typeform, Intercom, UserTesting.com, Zeplin

Languages: English, German