

Laurane Saliou

— User Experience Researcher

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EDUCATION

Master of Science in Human Computer Interaction · Georgia Institute of Technology, United States

2016 – 2018 (expected)

- Assistive Technologies, Data Visualization, Evidence-Based Design, Emerging Technologies, HCI, Health Informatics, Interface Prototyping, Physical Prototyping, Research Methods, Service Design
- Candidate for Management of Technology Certificate

Bachelor of Arts (Hons) in Computer Science · University of Cambridge, United Kingdom

2013 – 2016

- Thesis, advised by Dr Alistair Stead & Prof. Alan Blackwell: “Bead Language for Browser-Based Coding”

International Science Foundation Programme · King’s College London, United Kingdom

2012 – 2013

EXPERIENCE

Experience Design Research Intern · Enterprise Business Solutions, Intuit

May 2017 – August 2017 · San Diego, California, United States

- Lead Researcher for the redesign of the directory profiles, used by 8000 employees around the world
- Conducted 50 employee and stakeholder interviews over 3 phases, from exploration to concept testing
- Facilitated ideation and partnered closely with designers on the team for the creation of the concepts

UX Intern · Pomegranate Media Ltd

September 2015 · London, United Kingdom

- Contributed to usability reviews, user journey maps, information architecture decisions, & design ideations
- Researched and wrote content pieces for Pomegranate’s website

Software Intern · SimPrints Technology Ltd

July 2014 – September 2014 · Cambridge, United Kingdom

- Designed and built a utility Android application to assist with hardware development

SELECTED PROJECTS

Watch Me Grow · Georgia Institute of Technology, United States

- Partnered with healthcare providers from local hospitals to improve patient and family engagement
- Involved in user research, contextual inquiries, brainstorming, and design of the solution: an interactive achievement-tracking visualization & communication system for better recovery in the intensive care unit

Re-imagining the Macy’s Experience · Georgia Institute of Technology, United States

- Partnered with NCR and Macy’s to design the Macy’s customer experience of the future
- User-centered design combined with service design methods, leading to a multi-layered innovation with new brand structure, store design, and customer experience, and change management considerations

SKILLS & TOOLS

Research Ethnography, Interviews, Contextual Inquiries, Surveys, Usability Testing, Statistical Analysis, Affinity Mapping, Competitive Analysis, Reports & Presentations; RStudio, Tableau

Design Brainstorming, Prototyping, Axure, Balsamiq, Illustrator (Basic), InVision, Sketch

Languages French (Native), Spanish (Basic), HTML/CSS, JavaScript

Personal Adaptability, Attention to Detail, Critical Thinking, Optimism, Resourcefulness

Passions Rowing (Varsity), Singing, Reading, Exploring