

Liam O.

Expert UX Researcher with designer experience

SUMMARY

- UX Researcher and UX Designer with 12+ years of experience in the field.
- He has a strong background in software engineering and holds a degree in Applied Psychology.
- Has worked with various companies, including Deem, Verizon Connect, Intive, StepStone, and Laboratorium EE.
- Has experience leading research teams, establishing best-practice workflows, and delivering high-quality insights to product teams.
- Skilled in ethnography, contextual inquiry, web analytics, usability testing, and design thinking.
- He is a strong communicator and collaborator, with a focus on user-centered and strategic thinking.
- Fluent in English and has a B2 level proficiency in Polish.

TECHNICAL SKILLS

Main Technical Skills	UX research, UX Design
Data Analysis and Visualization Technologies	Web Analytics
Soft Skills	Research Skills
QA, Test Automation, Security	Usability tests
UI/UX/Wireframing	User Interviews, UX Design, UX research
Other Technical Skills	Contextual Inquiry, Ethnography, Focus groups, In-Depth Interviews, Survey Force, Surveys

WORK EXPERIENCE

Research Lead, Deem

April 2021 - present

Summary:

- Created UX Research process. Added appropriate tools for recruitment, analysis, and testing. Managed research budget and began team building.

- Established best practice workflows for scalable research. Collaborated with product leadership to align research and product roadmaps and prioritize strategic research projects.
- Supported 3+ product teams with design research and continuous feedback on wireframes and prototypes.
- As research lead, I ensured the design team integrated insights into iterations.

Senior UX Researcher, Verizon Connect

April 2019 - 2021

Summary:

- At VZC, I led research on the core B2B vehicle tracking platform.
- I worked with 4+ product teams, evaluating designs and communicating findings and recommendations to teams with continuous delivery of insights.
- Used Goals, Signals, and Metric framework to evaluate the success of design work based on team-agreed standards.
- Strategic initiative with design leadership to investigate the success of tracking hardware installations.
- Presentations of findings to executive leaders and stakeholders across the organization.

Senior UX Design Consultant, Intive

February 2017 - April 2019

- I worked with 3 main Clients in fintech, automotive, and insurance. In these projects, I was a solo consultant and also worked in large teams from the agency.
- Facilitated design workshops with stakeholders to investigate design challenges.

Senior UX Designer, StepStone

November 2014 - February 2017

Summary:

- Internal promotion to senior designer added responsibilities of leading projects, mentoring junior team members, and influencing UX team management.
- I trained designers in core research processes to improve the rigor of design delivery. The success of this initiative led directly to the hiring of dedicated researchers.

UX Designer, StepStone

Duration: March 2013 - November 2014



Summary:

- Embedded designer within agile product teams.
- As the first UX designer in the Polish office, I helped educate Product and engineering teams on core UX processes, especially how it could positively impact their work.

UX Designer, Laboratorium EE

Duration: 2012 - 2013

Summary:

- Sole UX Designer in a small software-focused agency, meeting with clients to understand project details.
- Clients were Polish 3rd sector NGOs, which meant tight budgets and short lead times.

UX Researcher, Redeye

Duration: 2010 - 2012

Summary:

- Working directly with the Head of UX at the UX lab, we helped large companies analyze the usability of their websites.
- Clients included: Marks and Spencer, ASOS, Houses of Parliament, and Skype.

UX Research Assistant, Sony Computer Entertainment

2010

Responsibilities: UX Research Assistant

Information Architect Intern, BBC

2010

Responsibilities: Information Architect Intern

EDUCATION

M.Sc. Human-Computer Interaction With Ergonomics

University College London

2010



B.Sc. (Hons) Applied Psychology

IADT, Dublin

2007

