

Hiring software engineer as easy as calling a taxi.

Liam O.

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.

SKILLS

Main Technical Skills	UX research, UX Design
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, Web Analytics

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

