



**MONIKA KISS**  
RESUME



# Monika Kiss

## USER RESEARCHER

DEAR ADVERTISER

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My name is Monika Kiss, Bristol based user researcher. I've spent years in the digital arena and have worked on numerous web/cloud and mobile projects.

I am a customer focused person, who easily can build relationships with the clients. I am a friendly, cheerful, polite person. I started my career in the beauty industry where I was involved in conducting skin consultations through interviews with clients to discover their skin concerns and goals. Whilst I was gathering all information from the clients, I also built the trust as I empathised and I understood the client's problem. After the interviews I suggested bespoke treatment strategy and proper skincare products for the client's specific skin problem which adapted to their budget and needs meanwhile I had to keep in my mind what our business goals and the current promotions and etc.

Meanwhile, in a part time position, I was building websites and highly enjoyed creative work. Slowly I was involved to gather information, the user needs and expectations, keep the contact with clients and to do the usability tests, and started working on the research side.

In the last 10 years, I worked parallel on multiple mobile and cloud projects as a part time junior user researcher to help the UX designer's job to create user-centered design based on the user research finding and analysis. I've worked on many joint projects with my husband who is a senior UX designer.

I am constantly learning to improve my knowledge and do UX and user research related courses to become a full time user researcher in the future.

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## USER RESEARCHER

### ABOUT



**NAME**  
Monika Kiss



**LOCATION**  
Bristol., United Kingdom



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**LINKEDIN**  
[Monika Kiss](#)

### LANGUAGES



**ENGLISH**  
Fluent (spoken and written)



**HUNGARIAN**  
Native speaker

### WORK EXPERIENCE



#### UX Guerrilla / User Researcher, Founder

May 2019 - Present, Bristol

User researcher, usability and accessibility consultant on cloud and mobile projects for public and private clients. Tasks included: user research and analysis on multiple projects, creating learning and curriculum structure, web design and content management, helping digital and agile transformation, agile coaching.



##### DubaiCard - Mobile banking app

Competitor research and analysis, information architecture, research and analysis, card sorting method using Optimal Workshops



##### FoodWaste - Food recycling mobile app concept

User research through qualitative and quantitative surveys, discovering the users' needs and behaviour, creating personas, usability analysis



##### UX Guerrilla - Learning platform for B2B / B2C

User research and analysis, creating learning and curriculum structure, web design and content management, usability tests

#### Beautology / Senior Consultant

Jan 2017 - Mar 2019, Bristol, United Kingdom

Beautology is Bristol's leading skin and laser clinic. Tasks included: Conduct skin consultation through moderated interviews, gathering information, discover client's concerns and needs, create bespoke treatment strategy and skincare regimen

#### Lovell Creative Media / Junior User Researcher & Webmaster (part time)

Jan 2012 - Jan 2017, Bristol, United Kingdom

User research, usability and accessibility tasks on multiple cloud and web projects for public and private clients. Tasks included: user research and analysis on multiple projects, web design and content management, helping digital and agile transformation



##### Horizon Digital Media

Lead and conduct user research on multiple web projects for HDM  
Usability and accessibility tests, analysis, web content management



##### Squash Wales

User research through qualitative and quantitative surveys  
Discovering the users' needs and goals, usability and accessibility tests



##### Asda Optical - Accessory Ordering System (cloud)








Interviews with more than 100 Asda and warehouse users to understand needs  
Provide simplified digital process flow and user journey  
Provide page and functional mapping  
Usability sessions - Overview and conduct user testing and post-launch improvements (monitoring efficiencies and KPI's)



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## USER RESEARCHER

### EDUCATION

-  **Agile/Scrum**  
EntSol / 2020
-  **UX for non-designers**  
EntSol / 2019
-  **User Research Course**  
Entsol / 2017
-  **ESOL course**  
Thomas Danby, Leeds / 2009/10
-  **Beauty Therapist**  
College, Budapest / 1992-1995
-  **Foreign Trade**  
RF College, Budapest / 1988-1992
-  **Primary School**  
Budapest / 1980-1988

### WORK EXPERIENCE



#### **Atkinson's Spa / Senior Consultant / Deputy manager (part time)** Apr 2014 - Jan 2017, Bristol, United Kingdom

Legendary Bristol spa and skin clinic. Tasks included: Conduct skin consultation through moderated interviews, gathering information discover client's concerns and needs, create bespoke treatment strategy and skincare regimen

#### **Western Impressions / Junior Web Designer (part time)** 2003 - 2010, Bristol, United Kingdom

Web and graphic design, meeting with clients, research and usability testing, Wordpress web and content management

#### **Club Donna / Senior Beauty Therapist / Deputy manager (part time)** 2003 - 2008, Budapest, Hungary

Tasks included: Conduct skin consultation through moderated interviews, gathering information discover client's concerns and needs, create and deliver bespoke treatments

#### **RadioGroove / Digital Content Manager / Facility Manager (part time)** 1999 - 2003, Budapest, Hungary

The first Hungarian online/on-demand radio station. Tasks included: Web design, content management, customer service tasks, studio facility management

#### **Ego Beauty Salon / Senior Beauty Therapist** 1999 - 2001, Budapest, Hungary

Tasks included: Conduct skin consultation through moderated interviews, gathering information discover client's concerns and needs, create and deliver bespoke treatments

#### **Summer Beauty Salon / Senior Aesthetician / Beauty Therapist** 1995 - 1998, Budapest, Hungary

Tasks included: Conduct skin consultation through moderated interviews, gathering information discover client's concerns and needs, create and deliver treatments



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## USER RESEARCHER

### SKILLS

UX METHODOLOGIES	●●●●●
USER RESEARCH	●●●●●
RESEARCH ANALYSIS	●●●●●
WIREFRAMING	●●●●●
USER JOURNEY	●●●●●
USABILITY	●●●●●
ACCESSIBILITY	●●●●●
A/B & MVT TESTING	●●●●●
VISUAL DESIGN	●●●●●
WORDPRESS	●●●●●
PRODUCT BACKLOGS	●●●●●
JIRA / CONFLUENCE	●●●●●
TASK MANAGEMENT	●●●●●
USER STORIES	●●●●●
B2B / B2C	●●●●●

### TASKS & RESPONSIBILITIES



- ❑ Lead and analyse user research sessions and gathering requirements, associated with user goals, behaviors and needs, along with industry conventions and best practices, moderated, unmoderated user research, measure and analyse results
- ❑ Identifying the best method based on research goals and resources, responsible for all aspects of research (planning, recruiting, moderation, analysis, reporting) and evaluative (usability testing)
- ❑ Using variety of research methods, such as: remote and face to face interviews, online surveys, demographic/ ethnographic field studies, diary studies, focus group sessions, card sorting, remote and face to face, moderated / unmoderated usability and accessibility tests, eye tracking tests, AB testing, defining personas
- ❑ Meet with internal and external customers to gather information about user requirements, present and sell designs to key stakeholders, stakeholder management and influencing skills to senior exec level
- ❑ Understanding of the user-centric design process, including design thinking
- ❑ Confident in working with senior members and executive stakeholders, working with ux and ui designers, product managers
- ❑ Good knowledge of usability principles, experience designing and developing usability test plans and supervise testing sessions
- ❑ Experience working in a remote teams, using and managing scrum ceremonies
- ❑ Experience working in Agile/Scrum, using Jira and Confluence tools

### TOOLS THAT I AM USING



- ❑ Survey Monkey, Google Forms for online surveys
- ❑ Zoom / Team / Slack for online meetings and team communications
- ❑ Google Docs / Office365 / Google Slide / Powerpoint for documentations and presentations
- ❑ Xmind and Miro for brainstorming and whiteboarding
- ❑ Jira and Confluence for Agile integrations
- ❑ Adobe Photoshop for visual designs
- ❑ Optimal Workshop, Optimizely, HotJar