



Emilie Calmels

UX Researcher

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Männedorf, Switzerland
(+41) 79 630 29 07
Permit B

EXPERIENCES

UX Researcher Karger Publisher

Basel, Switzerland
July 2024 – Present
Full time

Used mixed-method research (evaluative, generative, and quantitative) to establish a user-centered approach within the company.

- Organized and facilitated stakeholder workshops to redesign key user journeys.
- Conducted deep-dive interviews and usability testing to validate assumptions and capture the "unfiltered" user perspective.
- Designed multiple surveys to identify challenges and opportunities for the persona journey.
- Implemented GA4 Explorations to analyze drop-off points across various user journeys and improved designs accordingly.

UX Researcher Dentsply Sirona

Zürich, Switzerland
June 2022 – June 2023
Contract

Oversaw a complete research lifecycle using generative and evaluative methods and established ResearchOps.

- Led user research to understand B2B workflow needs, behaviours and views on AI functionality.
- Analysed and communicated insights to teams and made sure that findings were implemented.
- Communicated with the team about effective research methods using dedicated research framework, along with 3 new research tools (Maze, User Interviews, Dovetail).
- Created various templates and guides to support other researchers.
- Implemented strategy to manage participants and streamlined processes which resulted in improving research efficiency.

UX Designer Zurich Insurance

Zürich, Switzerland
June 2021 – Oct. 2021
Contract

Led generative research to support the ideation phase at the early stage of the process for a B2B platform.

- Facilitated workshops with cross functional teams to establish a comprehensive project overview and develop actionable plans.
- Produced wireframes and journey maps to align and visually represent both business and user requirements for quick reference.
- Conducted usability testing to validate our assumptions, wrote report to share actionable findings with the stakeholders.

UX Researcher Nest

London, England
2019 – 2020
Full time

Ensured product designs met accessibility standards and requirements.

- Assisted in the planning and execution of user research studies across the Nest platform.
- Analyzed user data to create personas and journey maps, informing design decisions.
- Contributed to the development of user testing protocols and research best practices.

EXPERTISE

Usability Testing .
User Interview .
Qualitative Research .
Quantitative Research .
Data analysis .
Workshop facilitation .
Stakeholder alignment .

CERTIFICATION

UX Designer

2017
General assembly, London

Workshop Facilitation

2024
Klap.io, Paris

EDUCATION

B.A Psychology

2021 - In progress
Switzerland

M.A Social Sciences

2011 - 2013
Paris

LANGUAGES

French

Native

English

Fluent

German

B2 (in progress)



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EXPERIENCES

UX Designer

Infopro Digital

London, England

2018 - 2019

Freelance

Made sure that product was designed for the intended target group.

- Conducted regular usability testing to iterate on design solutions.
- Collaborated with stakeholders to align research objectives, resulting in more efficient workflows.

Other roles in digital services

2012 - 2017

- Worked with leading companies in Paris and London, including Renault, Credit Agricole, agencies, and publishers.
- Established product lifecycle delivery plans to ensure structured and timely releases.
- Collaborated with designers, product managers, and developers to bring products to life.