



# Nicolas Deschamps

UX RESEARCHER

With a background in digital professions, I was seized by a passion for UX Research through a student project in partnership with the Center Pompidou in Paris. Passionate and convinced, I have been developing the UX Research department at Veepee—an e-commerce French leader.

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## CONTACT DETAILS

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Holder of a driver's license

## CERTIFICATIONS

**Project Management MOOC**  
Centrale Lille (2017)

**Design Thinking Training**  
WEDO Studios (2017)

**TOEIC** (2017)

## SKILLS

### Languages

Fluent English (965/990 on the TOEIC)  
Native French

### IT Languages

HTML/CSS/jQuery  
PHP (basic knowledge)  
MySQL (basic knowledge)

### Software & tools

Suites Google, Adobe CC & Office  
Dovetail / EnjoyHQ  
Hotjar (Heatmaps, poll, survey...)  
Lookback

### Soft Skills

Curious  
Communicative  
Proactive force  
Empathic  
Team spirit

References available upon request

## EDUCATION & TRAINING

**Two-year master's degree specialized in Interactivity and UX design – Institut de l'Internet et du Multimédia – La Défense, France**

2018 – 2020

Design thinking, innovation management, interactions design, experience and emotions, prototyping methods and UX design, new business models, anthropology, influence strategies, brand utility

**Vocational Degree specialized in multimedia and the Internet – IUT Champs-sur-Marne, France**

2017 – 2018

Project management, multimedia development (HTML, CSS, JS, PHP, SQL, CMS, servers and web security), digital creations, media culture (web marketing, communications)

**DUT MMI (Two-year university degree in technology specialized in multimedia and the Internet) – IUT Champs-sur-Marne, France**

2015 – 2017

Project management, web integration, communications, web development, marketing, computer graphics, audiovisual, networks

## PROFESSIONAL EXPERIENCES

**UX Researcher – Veepee – Saint-Denis, France**

September 2018 – Present (apprenticeship followed by a permanent contract)

- Development of the UX Research Department
- Quantitative and qualitative user testing: user interview, usability lab testing, guerrilla testing, exploratory survey, ethnographic interviews, moderated and unmoderated remote testing, diary study, card sorting, tree testing...
- UX tools management (Hotjar, Lookback, Testapic, Dovetail...) and service provider point of contact
- User feedback analysis, results monitoring, results synthesis presentation
- Implementation of an insight repository tool
- Workshops facilitation (vision, ideation, strategy, prioritisation...)
- Help on the interfaces design and setting up of UX strategies and processes

**Designer – CCI Paris Île-de-France – Paris, France**

September 2017 – September 2018 (apprenticeship)

- Setting up of new processes as part of the development of the digital domain in the Human Resources department
- Production of digital content (motion designs, visuals...).
- Creation of an editorial guideline and a corporate identity and style guide
- Suggestion of new efficient innovations by defining new user storyline on the online course platform

**Webmaster/Webmarketing Assistant – Prophot – Paris, France**

April 2017 – July 2018 (internship followed by a fixed contract)

- Setting up of new groundbreaking and efficient strategies and community management
- Items description content pages on the e-commerce platform and SEO strategy.
- SEA strategy with Adwords, Facebook Ads and Bing Ads campaigns and Google Analytics analyses
- Modifications and management of the WordPress blog
- Direct mailing campaigns and newsletters on MailChimp
- Visual design conception and Content writing, website migration (Magento CMS to Oxatis)

## INTERESTS

Cinema – Series – Design