Sophie Boudet-Dalbin

Senior User Experience Designer

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Boulevard Auguste Reyers 122
1030 Brussels

SKILLS

Workshop facilitation
User research and tests
UX design and strategy
Service design and design sprints
User experience modeling
Information architecture and site mapping
Wireframing and prototyping
Agile methods

TOOLS

Wireframing: Axure, Sketch, Figma, Adobe XD
Prototyping: InVision, Marvel, Zeplin
Graphic Design: Illustrator, Photoshop
User Research: Condens, UserZoom, Optimal Workshop

LANGUAGES

French: Native proficiency
English: Full professional proficiency
German: Limited proficiency
Dutch: Elementary proficiency

EDUCATION

Master of Arts, UX Design & Project Management
Gobelins, l'école de l'image
PARIS, 2014

PhD in Sciences of Information & Communication
New York University/Sorbonne Université
NEW YORK/PARIS, 2011

TEACHING

UX Speaker for 5-Day Executive Education Module
Gobelins, l'école de l'image
PARIS, DECEMBER 2016 TO PRESENT

http://sboudetdalbin.com/

EXPERIENCE

Elia, Brussels — *Senior UX Designer & Researcher*
SINCE SEPTEMBER 2023
Implementing a human-centric approach for projects related to data with a predilection for atomic research.

Proximus, Brussels — *Senior UX Consultant*
MAY 2022-AUGUST 2023
Lead UX research and design on all tools used by in-store and call-center agents within the Design Chapter.

RTBF, Brussels — *Senior UX Consultant*
DECEMBER 2021
Organized a 2-day workshop to help define a common vision and a practical action plan for the new UX Cluster.

Adeo / Leroy Merlin, Lille — *Lead UX Designer*
JUNE 2021-DECEMBER 2021
Led innovation design for the customer account target vision (UX research, usability tests, design sprint).

Orange, Paris — *Senior UX Designer*
JUNE 2020-JUNE 2021
Lead UX research and design on all tools used by in-store and call-center customer service reps.

Engie, Paris — *Product Designer*
MAY 2018-SEPTEMBER 2019
Conducted UX research and worked on redesign of their CRM. Designed a B2B2C tool used by 3000 representatives and launched MVP to positive feedback.

Babbler, Paris — *Head of Design*
MAY 2016-FEBRUARY 2017
Created design division and implemented lean UX. Managed product design and research roadmap.

Label Dalbin | Paris — *Head of Digital & UX*
MARCH 2015-APRIL 2016
Led UX design and business development for all digital projects and worked with key clients (*eg.* Crédit Agricole).

SensioGrey | Paris — *UX Designer*
MAY 2014-FEBRUARY 2015
Conducted UX research and design projects and evangelized UX methodology within the agency.