

# JEAN PIERRE

## UX Researcher

### PROFESSIONAL SUMMARY

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Bilingual UX Researcher with 4+ years of experience blending anthropology and human-centred design to improve digital products and services.

Skilled at uncovering deep user insights through qualitative and quantitative research methods, and translating findings into actionable recommendations that enhance user flows and drive product decisions. Proven collaborator with cross-functional teams including product managers, designers, engineers, and marketing stakeholders.

Experienced with AI-assisted research workflows and committed to human-centred design principles across both internal systems and customer-facing interfaces.

### WORK EXPERIENCE

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#### CANADA POST – UX RESEARCHER

2022 – Present

- Design and lead qualitative and quantitative research initiatives, integrating findings to build user personas and user journeys that inform product strategy.
- Apply an anthropological lens to uncover deep user insights that support stakeholder and leadership decision-making.
- Plan and conduct semi-structured interviews and usability testing sessions; perform thematic analysis using Excel, Miro, Zoom, and Microsoft Copilot to identify patterns that guide product design.
- Conduct moderated and unmoderated product benchmarking using platforms such as UserTesting.
- Analyse pre- and post-launch user data to assess product performance and ensure findings are actionable.
- Collaborate with cross-functional teams across web and mobile design lines of business to implement research findings that enhance product performance.
- Provide human oversight and apply prompt engineering with AI tools to improve internal AI systems, workflows, and document summarisation for leadership.
- Synthesise qualitative insights with quantitative data; present findings and recommendations through clear presentations and concise reports that inform design decisions.

#### MACADAMIAN TECHNOLOGIES – UX RESEARCHER (Internship)

2022

- Led an internal UX research project in close collaboration with a cross-functional team of UX researchers and senior executives.
- Engaged with key project stakeholders to align on objectives and integrate critical feedback into the research and development process.
- Developed interview protocols, recruited participants, and conducted semi-structured interviews, ensuring data quality and strong participant engagement.
- Utilised Dovetail to manage and analyse qualitative data, enhancing efficiency in data organisation and insight generation.
- Synthesised qualitative data with team members to generate actionable insights informing design decisions.

## ALGONQUIN COLLEGE – UX RESEARCHER

2021 – 2022

- Researched the use of virtual reality (VR) headsets in classroom environments to develop mindfulness among youth, collaborating with an interdisciplinary team.
- Prepared ethics documentation for qualitative research, ensuring compliance with ethical standards.

## OTHER WORK EXPERIENCE

### IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA (IRCC)

2018 – 2019

#### PROGRAMME ASSISTANT

- Verified and updated client data using government intranet software including the Global Case Management System (GCMS); conducted investigations in government databases.

### VIDEOTRON

2016 – 2018

#### SALES ASSOCIATE

- Maintained high standards of customer service in both English and French while consistently meeting sales targets; managed client accounts in company databases.

### GABA CORPORATION, NAGOYA, JAPAN

2015 – 2016

#### PRIVATE ENGLISH INSTRUCTOR

- Delivered customised one-to-one English and cross-cultural business communication lessons to professionals, including clients working within international organisations.

## SKILLS

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- **Languages:** Fluent in French and English. Basic Chinese Mandarin and Japanese
- **Research Methods:** Semi-structured interviews, usability testing, thematic analysis, literature reviews, product benchmarking, user journey mapping, persona development
- **Research Tools:** UserTesting, Dovetail, Miro, Figma, Zoom, Microsoft Copilot, Claude AI
- **Data & Analysis:** Excel, qualitative data analysis, quantitative data synthesis
- **Other:** Prompt engineering, AI workflow integration, ethics documentation, data privacy compliance

## EDUCATION

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### INTERDISCIPLINARY GRADUATE CERTIFICATE IN HUMAN-CENTRED DESIGN

Algonquin College, Ottawa – 2022

Dean's Honour List – CGPA: 93%

### BACHELOR'S DEGREE IN ANTHROPOLOGY

Carleton University, Ottawa – 2021

CGPA: 93%