

# Viviane Schickle

UX Manager, Researcher, and Tester

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 <https://vivianeschickle.com>



## WORK EXPERIENCE

Oct 2022 – Present  Toronto, Canada

### Scrum Master & Agile Coach | Audients Digital

- Managed and facilitated agile ceremonies with 10 team members
- Designed and implemented customized agile frameworks, leading to a 15% reduction in project delivery time
- Negotiated cross-functional collaboration, resulting in improvement in communication and efficiency among development and business teams

Dec 2023 – Present  Lisbon, Portugal

### UX Researcher & Lead Tester | Startup Nidrana

- Established accessibility working group and led initiative to make design systems accessible
- Audited 15 personas, evaluated current persona use, and scope research and redesign needs
- Interviewed UX Design candidates, create onboarding material, and improve UX team culture
- Conducted usability testing, identifying and addressing critical issues, resulting in a 15% increase in product usability

Apr 2023 – Nov 2023  Dallas, United States

### UX Manager, Designer & Tester | IIDM

- Managed cross functional team of 8+ individuals
- Designed and launched mobile application for existing 4000+ students of IIDM
- Developed and executed user testing protocols, resulting in a 20% decrease in product usability issues

May 2022 – Mar 2023  Lisbon, Portugal

### UX Manager, Researcher & Lead Tester | Startup Encoy

- Led a design team of 10+ members in creating intuitive user interfaces, contributing to a 15% increase in overall user satisfaction
- Generative research of 25 unmoderated interviews to develop 5 personas and user journey maps
- Managed the implementation of user feedback loops, leading to a 20% reduction in post-launch user issues
- Designed and facilitated five 60-minute UX brainstorming workshops with visual ideation mockups
- Communicated project results to stakeholders with storyboards, user stories, and final slide deck

Oct 2018 – Oct 2022  Dallas, United States

### Scrum Master | Aleph Global Scrum Team

- Managed and coached 10+ Agile team members
- Implemented agile best practices, resulting in a 10% reduction in project lead time
- Facilitated daily stand-ups, sprint planning, and retrospectives, leading to a 25% increase in team collaboration and productivity

Mar 2016 – Oct 2018  Dallas, United States

### Agile Marketing Specialist & Coach | Aleph Global Scrum Team

- Developed and implemented agile marketing strategies through A/B testing, user testing, website audits and redesigns, resulting in a 20% increase in campaign performance
- Coached marketing teams on agile methodologies, contributing to a 15% reduction in time-to-market for new campaigns
- Negotiated cross-functional alignment, leading to a 20% improvement in marketing and sales collaboration

## SKILLS

### User Experience

UX Research & Design  
Usability Testing  
Qualitative Research  
Quantitative Research  
Persona Development  
User Interviews  
Survey Design  
Design Thinking  
Data Analysis  
App Testing & Ideation  
Accessibility & Universal Design  
Creativity  
Marketing

### Collaboration

Management  
Leadership  
Self-Starter  
Flexible  
Detailed-Oriented  
Workshop Facilitation  
Agile Methodologies

### Tools

Figma, Sketch, Canva  
UserTesting.com, Balsamiq.com  
Qualtrics, Panopto  
Miro, Google Forms  
Trello, Monday.com  
Slack, Powerpoint, Excel  
Zoom, Google Meet, Teams  
Wordpress, Squarespace, Wix

### Languages

English | Native  
German | Native  
French | Moderate  
Portuguese | Beginner  
Dutch | Beginner

## EDUCATION

Current  Remote

### Self-Directed Studies in Psychology

User Interaction, Human Behavior in Digital Environments, Cognitive Psychology, and Design

2012 – 2015  Aachen, Germany

### Hospitality Industry Expert

2003 – 2012  Wassenberg, Germany

### A Level | English, Psychology, and Education

## CERTIFICATIONS

 **UX Design Professional**

 **SAFe® Program Consultant 6.0**

 **ICAgile Authorized Trainer**

 **Digital Marketing Trainer™**