



# agathe.henry

Senior Product Designer | Certified UX Manager & Design Ops Advocate |  
8+ years crafting global digital experiences |

## experience

**Senior Product Designer** - Feb. 2022 - today (3y)  
TotalEnergies Digital Factory - Design Studio

### UX/UI Design

- Marketing & Services Innovation Hackathon - 2nd place
- Gas & Renewable Powers Innovation Hackathon - 3rd place
- Working in collaboration with PM, PO, Scrum & Development squads on MVPs in framing and building phases
- Advising on products' roadmaps and challenging products' strategy
- Leading Design sprints (Missions in Uganda, Angola, Poland)
- Auditing existing applications
- Leading User interviews and focus groups (preparation, analysis & restitution)
- Animating workshops (personas, blueprints, experience maps, co-design, design reviews...)
- Designing workflows, wireframes, high-fidelity mock-ups and interactive prototypes with a Design Kit
- User testing (preparation, analysis and restitution)
- Performing functional testing
- Defining & Measuring user adoption and satisfaction KPIs (SUS, Hotjar, Applinsights, CloudWatch...)

### Design Ops

- Organizing the bi-annual event "Design Meetup" in collaboration with Airbus, Orange, Thales, Engie, Air Liquide, IBM, Frog Cap Gemini, Haigo
- Managing the Designers' playbook
- Participating actively in Design Studio's rituals, Product COP, Design Thinking trainings, Designers' hiring, onboarding and career development

**Digital Designer** - Oct. 2017 - Jan.2022 (5y)  
Air Liquide IT - Europe Digital Transformation

### UX /UI Design

- Working in collaboration with PO, PM, Scrum and Developers on running applications and revampings
- Analyzing users' behavior (Hotjar, Google Analytics)
- Analyzing SXO performance (Google Search Console)
- UX writing
- Working with the User Research teams for user interviews
- Animating workshops (personas, card sorting, brainstorming, design reviews...)
- Designing workflows, wireframes, high-fidelity mock-ups and interactive prototypes with a Design Kit
- User testing (preparation, analysis & restitution)
- Following-up development with front developers
- Participating to the Design System continuous improvement

### Design Ops

- Co-animating the Group Designers community
- Advocating for the Design Thinking methodology in IT projects

### Digital Marketing

- Implementing the European strategy of Marketing Automation, E-mailing, SEO & SEA
- Managed an intern to animate the European community of Digital Marketers

## education

**Scrum.org** - 2024  
PSU I - Professional Scrum with User Experience

**Nielsen Norman Group** - 2023  
UX Management Certification - ID: 1078352

**Gobelins School, Paris** - 2019  
UX Design & Methodology

**Paris II Panthéon-Assas University** - 2015 - 2017  
Master 2 Political & Social Sciences - Digital Communications  
**Research Paper:** "Social networking services: a new form of online dating service?"  
**Student office:** Digital Communications Officer

**INSEEC MSc & MBA, Paris** - 2014 - 2015  
MSc & MBA in Communications

**Paris III Sorbonne University** - 2011 - 2014  
Bachelor in Foreign Languages (English & Spanish)

## languages

**French** | Native

**English** | C2 (TOEIC 1310/1390)

**Spanish** | C1

**Russian** | A2 (under progress)

## skills

Design Ops, User Research, User Experience, User Interface, Interaction Design, Wireframing, Prototyping, Eco-conception, A11Y, Agile, Web Marketing, Coding, IA

## tools & technologies

Figma, CoPilot, ChatGPT, Miro, Figjam, Adobe Creative Suite, HTML5, CSS3, JavaScript, JIRA, Confluence, Coda, Hotjar, Google Analytics, SEMRush, Google Search Console

## hobbies

**Motorcycle** | Triumph Street Triple R

**Wakeboard** | Volunteering as a Digital Manager & Pilot for the CN19 nautical club

**Piano** | Conservatory (10 years)

## contact

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