



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 framing and building phases of internal tools (Angular, PowerApps) in various fields: Oil exploration, Offshore wind power, Biogas, Supply Chain, Electric Mobility...
- 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

- Worked in collaboration with PO, PM, Scrum and Developers on maintaining existing mobile app (Android + iOS), improving ERP workflows (Salesforce) and building / revamping PWAs (Angular) and e-commerce websites (Drupal)
- Analyzed users' behavior (Hotjar, Google Analytics)
- Analyzed SXO performance (Google Search Console)
- Defined UX writing
- Worked with the User Research teams for user interviews
- Designed workflows, wireframes, high-fidelity mock-ups and interactive prototypes with a Design Kit
- Followed-up development with front developers
- Participated 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

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

**UX Management Certification** (ID 1078352) – 2023  
Nielsen Norman Group (USA)

**Accessible Design (A11Y, WCAG)** – 2022  
Octo Technology, Paris (France)

**Master's Degree in Political, Social Sciences & Digital Communications** – 2017  
Paris II Panthéon-Assas University, Paris (France)  
Research Paper: "Social networking services: a new form of online dating service?"  
Student office: Digital Communications Officer

**MBA in Communications** – 2015  
NSEEC MSc & MBA, Paris (France)

**Bachelor in Foreign Languages** (English & Spanish) – 2014  
Paris III Sorbonne University (France)

## 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, WCAG, 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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