

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, Applnsights, 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 ecommerce websites (Drupal)
- Analyzed users' behavior (Hotjar, Google Analytics)
- Analyzed SXO performance (Google Search Console)
- · Defined UX writting
- 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)

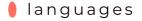
Master's Degree in Political, Social Sciences & **Digital Communications** – 2017

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)



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, Ecoconception, 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)



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