

Claudia Daudén Roquet

UX Researcher

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Location: Lancaster, UK

Education.

PhD in Human Computer Interaction

Lancaster University (UK)
2017 - 2021

MSc in Cognitive Systems and Interactive Media

Universitat Pompeu Fabra (Spain)
2016 - 2017

BSc in Multimedia Engineering

La Salle Universitat Ramon Llull (Spain)
2011 - 2015

Skills.

- User-centred design methods
- Qualitative & quantitative research
- Team management & mentoring
- Agile project management in semi and fully distributed projects
- Communication of research insights with tailored storytelling
- UX software: Figma, Adobe CC, Dovetail, NVivo, Miro, GatherTown
- Programming languages: R, HTML/CS/JJS
- Distributed teamwork software: Notion, Teams, Slack, Miro, Trello
- Languages: English (Proficiency), Spanish (native), Catalan (native)

Other.

- UK Settled Status (Spanish)
- Mental Health Advocate
- In my free time, you'll find me outdoors saying hi to every dog!

Highlights.

- 9+ years research experience in User Experience (UX) & Human Computer Interaction (HCI) in Digital Health and Education, with a broad expertise in qualitative and quantitative methods.
- Passionate about working with healthcare (e.g. Hospital Sant Joan de Deu, NHS, Counselling Services, pharma) and products for children (e.g. Purrble, Micro:bit, Lands of Fog).
- Experience managing multiple projects and teams at a time in an agile & regulated environment, while ensuring the team is aligned and motivated.
- Work awarded in top-tier industry and academic venues, including: Cannes Innovation Festival and the Association for Computing Machinery (ACM).
- UX Research advocate with ability to tailor discourse juggling business needs, goals and user needs.

Experience.

Senior UX Researcher

Instem (UK)

Jan 2023 - present

- Advocated for, set up and managed ground-breaking and iterative user research in a fast-paced, regulated environment with 5+ product teams.
- Main output: significant increase in overall CX satisfaction & de-risk in the adoption of new releases.
- Designed and developed an internal UXR Wiki and Repository to train colleagues on best practices and enforce consistency when planning, running and analysing user research.
- Spearheaded workshop sessions on empathy mapping, ideation, affinity diagrams and participatory design company wide, including 30+ PM/POs, 10+ developers, and 10+ executives.
- Mentored junior members of the UX team, and coached other colleagues in UX.

Senior HCI Researcher

Lancaster University & Micro:bit Foundation (UK)

Aug - Dec 2022

- Coordinated a team of 5 academics on 3 research studies to inform Microsoft and Micro:Bit' roadmap for its use in educational settings.
- Identified opportunities via market research, interviews & workshops with children and educators.

Postdoctoral Researcher

King's College London (UK)

Jan 2021 - June 2022

- Led 5+ and collaborated in 10+ projects to co-design and evaluate tech-enabled mental health interventions for youth (inc. anxious university students, adolescents who self-harm, and parents).
- Managed and developed a cross-functional team of 10+ people, and mentored 5+ junior peers.
- Recruited and collected data from 300+ users via surveys, workshops, interviews, and a clinical trial.
- Targeted and trained product teams (e.g. Sproutel) and clinical psychologists (e.g. NHS Psychologists, counselling services at Oxford University) to encourage the adoption of UX best practices.

Associate Lecturer in HCI

Lancaster University (UK)

Sept - Dec 2020

- Designed and implemented a distributed infrastructure to effectively run online & hybrid lectures with 250+ students and 7+ lecturers.
- Facilitated 100+ seminars & online lab sessions in HCI, created tutorial material, marked coursework.

Research Associate

Lancaster University (UK)

Sept 2017 - Aug 2020

- Conceptualised and conducted over 10 research studies to explore, co-design and evaluate novel technology for mental health using biofeedback and embodied interaction.
- Collaborated in 30+ studies with cross-functional and international partners (e.g. local GP practices, Clinical Psychologists at the NHS, Plux Biosensors, Designers at KTH University).
- Collected data from 100+ users through participatory workshops, ethnography, observations, ABBA experiments, focus-groups, surveys and interviews (remote and in-person).
- Mentored 10+ under- and post-graduate students.