

UX RESEARCHER, SERVICE DESIGN INTERNSHIP

Damvad Analytics is looking for a UX Researcher/Service Design intern for a 6 month placement.

We're looking for a passionate and innovative design intern who loves developing customer empathy, sharing their stories, is a creative problem-solver and advocate for beautiful and seamless end-to-end experiences. We celebrate diversity and inclusion of all candidates.

As the new UX/Service design intern at Damvad Analytics, you'll be part of a fast-growing data-driven management consultancy with ambitious goals for 2019. You will get help and support throughout the process and a lot of freedom to do the tasks we agree upon together. For the right candidate this is a great opportunity to learn and shape your own role and skill set.

What you'll achieve:

- Ethnographic research, gaining understanding of people, their needs and behaviours
- Develop deep customer empathy through engagement and research, continually testing hypotheses and learning
- Visualize user research insights: personas, customer journey maps, task flows, service blueprints, scenarios
- Schedule and coordinate with user research participants with multiple calendars
- Craft emails, surveys and customer interview templates for user research sessions
- Synthesize quantitative and qualitative findings from user research sessions with enterprise customers into actionable insights that will shape product experience decisions
- Handle the distribution of small incentives to gift user study participants
- Develop craft and storytelling ability with a point of view that's backed by design rationale, data and customer insights through design and presentation
- Help design solutions that meet measurable business goals and requirements
- Strong communication and presentation skills to develop empathy and influence
- Contribute ideas and concepts to create emotionally engaging user flows, storyboards, wireframes, interactions, prototypes, design specifications, and presentations focusing on user research insights and information architecture to articulate a user's journey

What we are looking for in an intern:

We want an intern with dedication to their craft. Someone who can finish what they've started. A problem solver who is not afraid to step out of their comfort zone. You should know how to manage your time and be straightforward in your communication.

The prospective candidate should be:

- ✓ A current student or recent graduate from a education institution in the areas of design, service design, visual design, UX/UI design or related field
- ✓ Have a strong understanding how organizations interact with their customers
- ✓ Detail-oriented and obsessive about service design, and already has some interesting experience in Service Design beyond academia
- ✓ Has a pioneering spirit and is eager to develop the Service Design discipline and practice in our company
- ✓ Able to gather and analyze quantitative and qualitative user/customer research through analytic tools, recordings/heat maps, desk research, usability testing, customer interview reports and remote sessions
- ✓ Fluent in English, other languages are a bonus!

This is an unpaid internship with a start date beginning of April and lasts 4-6 months.

If this sounds interesting to you, please apply in English, and remember to tell us why you are the right one to join the team. Please send your CV and portfolio to Marketing Manager Igor Tusla, at job@damvad.com no later than March 25.

We're looking very much forward to hearing from you!

