



CONTACT DETAILS

 oonaobrien-servicedesign.com

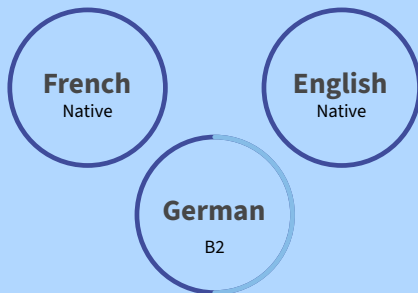
 oona.12obrien@gmail.com

 [Oona O'Brien](#)

 171 Kyle St, Glasgow G4 0DS, UK

As a passionate designer and learner, I constantly pursue opportunities to broaden my knowledge and understanding of people. With experience living in six countries across Europe, Africa and North America, I have gained valuable insights into diverse interactions and behaviors surrounding products and services. This has fueled my interest in user research and translating insights into impactful design experiences.

LANGUAGES



SOFTWARE



Adobe Suite



Figma



Airtable



Excel

PASSIONS



Photography
& videography



Sketching



Traveling

Oona O'BRIEN

SERVICE & UX DESIGNER

PROFESSIONAL EXPERIENCE

SERVICE DESIGNER, Intact Insurance

01. 2024 - 04. 2024 | Montréal, Canada

Internship - Improving customer experience in claims through communication channel optimization.

UX DESIGNER, Sensity, Digital design agency

02. 2022 - to present | Cologne, Germany

Freelancer - User research and testing.

GRAPHIC DESIGNER, High Decor, chocolate factory

09. 2019 - to present | France & Morocco

Freelancer - Development of the company's new products and digital presence increasing sales by 10%.

PROJECTS & VOLUNTEERING

CONFERENCE SPEAKER

04. 2024 | Service Design Next Gen Conference 2024

Talk subject: The Power of Multiculturality, a Tool to Craft Successful and Scalable Services.

SDN GLOBAL CONFERENCE

09. 2022 - to present

Audiovisual team manager - Ensuring seamless and swift delivery of visual assets for the events.

SERVICE DESIGN NEXT GEN CONFERENCE 2023

12. 2022 - 05. 2023 | Online international conference

Speaker Experience team - Designing strategies to elevate presentation impact and audience engagement.

EDUCATION

SERVICE DESIGN

09. 2020 - to present | GSA (UK), KISD (Germany), POLIMI (Italy)

Master of European Design (MEDes).

PRODUCT AND GRAPHIC DESIGN

09. 2016 - 06. 2019 | Duperré School of Art (Paris, France)

Bachelor degree in Visual Communication.

SKILLS

Journey mapping

Design strategy

Interviews

Co-creation

Workshop facilitation

User research