



Agnes Kiss

UX Researcher

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Education

MBA • Master of Business

Administration • 2010 - 2014 •

Budapest University of Technology and
Economics

Sociology • 2002 - 2007 • Corvinus

University of Budapest & University of
Groningen

Professional Activities

Team Mentor and Lecturer

2019 - now • MOME Open - [MOME](#)

[Insight](#) (UX Research): Educate and

mentor emerging talents in UX

Research

Lecturer and Workshop facilitator

2018 - now • [Xlabs](#) - [UX Bootcamp](#)

[Courses](#): Conduct lectures and

workshops on interviewing and

usability testing.

I love to write about research-related
learnings on [Medium](#).

Hello, I am Agnes - I have been a UX researcher for 8 years working on more than 20 digital products, covering the different stages of the product life cycle. Along this journey, I teamed up with organizations, observed users, asked questions, facilitated business and design decisions, all grounded in valuable user insights. I have seen products failing, changing and growing. Years of working with clients made me realize how beneficial it is to show and share the value of research. So in the past 4 years, I have shifted my focus to leading and mentoring UX teams and educating aspiring UX professionals.

Experience

UX Researcher • May 2015 - Now • [UX Studio](#), Budapest

UX Studio is a Budapest based UX design agency. I worked on more than 20 digital products as a researcher and project manager. Main clients: SaaS (Xively, VCC), e-commerce (Bookline, Wizzair) humanitarian services (WFP), media sites (HBO, Sport360).

- I formed and adjusted research roadmaps and plans by identifying knowledge gaps and translating business problems into research questions.
- I carried out exploratory, generative and evaluative research in-person and remotely.
- I applied synthesis techniques in persona creation, jobs-to-be-done, journey mapping, and UX strategy workshops to integrate findings into design solutions and product development.
- I maintained research repositories, shared insights with within cross-functional product teams and promoted user research results to reduce assumptions in product related decisions.

Studio Lead • Jan - Aug 2018 • [UX Studio](#), Budapest

- I was responsible for a team of 25 talented Researchers and Designers, hiring new team members, keeping them happy and motivated, helping them learn and share their knowledge.
- I have built a UX Researcher and Designer competency framework, which was an excellent basis for leveling up individually and as a team.
- Facilitated project distribution and managed stakeholder relationships.
- Collaboratively set and supported the achievement of team objectives.

Experience Designer • Mar - Jun 2017 • [PwC](#), New Zealand

Main clients: Bank of New Zealand, New Word, ACC, Gallagher

- I facilitated design thinking and journey mapping sessions to ideate solutions to problem identification from research.
- I ran design sprints, including rapid prototyping and usability testing.
- I designed and facilitated user research sessions, user interviews and usability tests.

Researcher • 2007 - 2015 • [KTI Institute for Transport Sciences](#)

- I analyzed mobility and road safety behavior patterns based on surveys, interviews and statistical data.
- I managed the activities of seven research working groups with the goal of formulating a strategic research and innovation plan for road transport in Hungary.