

# Oona O'Brien

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I am a Service Design and UX passionate who has lived and worked in six countries across Europe, Africa, and North America. This has strengthened my understanding of customers' diverse use, interactions and expectations of products and services.

## Employment

- 2024** **Service Design - INTACT INSURANCE** Montréal, Canada  
Internship - Optimizing the claims communication strategy & Adapting insurance products to a multicultural user base.
- 2022 – 2024** **UX Design and Research - SENSITY** Cologne, Germany  
Contractor - User research and testing for Deutsche Telekom and ABB  
App & website, user interviews, design strategy
- 2019 – 2023** **Product Strategy - Décors Fins** France & Morocco  
Contractor - Development of the company's new product strategy  
Design of collection, content & marketing strategist,

## Volunteering & Projects

- 2022 - 2025** **Audiovisual team lead - SDN** Worldwide  
Photo & Video coverage and delivery of the event.
- 2024** **Conference Speaker - SDGC 24** Helsinki  
Talk subject: Cultivating Cultural Impact: Crafting Services for Scalable Success.

## Education

- 2020 - 2025** **Glasgow School of Art**  
Masters in Service Design (MEDes)
- 2016 – 2019** **Duperré, Paris**  
Bachelors in Visual Communication.

## Skills

- Figma
- Adobe Suite
- Excel
- Airtable
- Smaply
- HTML/CSS
- Photography
- Videography