

Nicolas Laudo

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Bio

I am a product designer, with a focus on user research and usability testing.

I've built from the ground up the starting pieces of a usability branch at a couple of positions, with sometimes limited resources but a lot of motivation, because I believe in the power of design work and in putting the impacted people first and center.

My past experiences and training are in game design and development. This allows me to understand the problems and services from both the technical, design and business points of view.

Experience

USER EXPERIENCE RESEARCHER (UX RESEARCH)

2022 - 2022

UBISOFT – MONTREAL – CANADA

- User tests sessions moderation over video call :
 - Interviewing the participants while following the protocol
 - Record the session on video with screen recording
 - Encouraging participants to stay relaxed and focused during the session's duration
- Requirements gathering :
 - Interviewing stakeholders
 - Planning and running workshops (design sprint or bespoke exercises)
 - Interviewing target audience to gather needs, objectives and priorities

USER EXPERIENCE RESEARCHER (UX RESEARCH)

2018 - 2021

CN – MONTREAL – CANADA

- Planning of several user tests for mobile applications, websites, and processes :
 - Identifying relevant participants (business or technician)
 - Writing the user testing protocols
 - Collaborating with stakeholders to plan the user tests and validate the protocol
- User tests sessions moderation, on the field or over video call :
 - Interviewing the participants while following the protocol
 - Record the session on video with screen and device recording
 - Encouraging participants to stay relaxed and focused during the session's duration
- Requirements gathering :
 - Interviewing stakeholders
 - Planning and running workshops (design sprint or bespoke exercises)
 - Interviewing target audience to gather needs, objectives and priorities

- Analysis and debrief of user research results ;
 - Gathering and consolidating results
 - Writing and presenting recommendations of next steps to stakeholders
- Design of the user flow and interfaces ;
 - Designing UI elements and application flow based on standard practices
 - Using Sketch and Abstract to illustrate interfaces to be built
 - Collaborating with the scrum team and stakeholders to define UIs
- Establish standards practices ;
 - Collaborating with the larger UX team to write down standard practices
 - Presenting and maintaining frameworks and various documents

USER EXPERIENCE DESIGNER (UX)

2018 - 2017

ALITHYA (AT CN) – MONTREAL – CANADA

- Creation of a usability research lab :
 - Identifying needed hardware and software configuration to assemble a portable and repeatable, research lab that can be transported to various on-field locations
- Planning of several user tests for a mobile application :
 - Identifying relevant participants with technical profile
 - Writing the user testing protocols
 - Collaborating with stakeholders to plan the user tests and validate the protocol
- Analysis and debrief of user research results ;
 - Gathering and consolidating results
 - Writing and presenting recommendations of next steps to stakeholders
- Design of the user flow and interfaces :
 - Designing UI elements and application flow based on standard practices
 - Using Sketch, Adobe XD and Abstract to illustrate the interfaces to be built
 - Collaborating with the scrum team and stakeholders to define UIs
- Prototype development :
 - Coding a very early web-based prototype to help stakeholder decide on the overall experience of the application

USER EXPERIENCE DESIGNER (UX)

2013 - 2017

TRIBALNOVA/HMH – MONTREAL – CANADA

- Creation of a usability research lab :
 - Design of a repeatable usability lab that can livestream the research sessions to other locations
 - Make the usability research lab setup portable so it can be moved to other offices or on-site locations (i.e. testing was performed in a school)
- Planning of user tests for iPad applications :
 - Identifying the relevant children participants from our database
 - Writing the user testing protocols
 - Collaborating with stakeholders to plan the user tests and validate the protocol

- Analysis and debrief of user research results ;
 - Assembling "best-of" videos of children interacting with our applications
 - Writing and presenting recommendations of next steps to stakeholders
- Training to user testing for teams in other locations :
 - Training colleagues in Texas to reproduce a similar user testing setup at their location as well as methods to run usability testing
- Design of the user flow and interfaces :
 - Designing interfaces and user-flow for multiple math-based games
 - Designing and updating an e-reader/tutoring iPad application
- Prototype development :
 - Coding games systems for user testing
 - Paper prototyping of simple reading applications

UX DESIGNER - FRONTEND DEVELOPER (AS3/FLEX)

2011 - 2013

TRIBALNOVA – MONTREAL – CANADA

- Advocate for the final user :
 - Being the voice of usability and accessibility first in development teams
 - Use standard practices to improve readability and accessibility of games and applications
- Design and mockup interface and user-flow :
 - Designing UI elements and application flow based on standard practices
 - Using Sketch and Axure to illustrate interfaces to be built
 - Collaborating with the scrum team and stakeholders to define UIs
 - Design early stages of the web-based central scoring and testing system for Maryland
- Lead developer on pbskidsplay.org :
 - Maintaining the application (fixing bugs and various errors)
 - Implementing new features and content as needed on both the website and the application
- Prototype development:
 - Prototyping multiple game using Actionscript 3 and Unity to explore the feasibility and interest
- Projects include:
 - I Read With, UX design on the iPad application ;
 - I Learn With, UX design consulting on the redesign ;
 - Maryland, design of the teacher and states experience on the central assessment system ;

GAME DESIGNER - FLASH DEVELOPER (AS2/AS3)

2008 - 2010

CHUGULU – PARIS – FRANCE

- Design of advergames based on client goals and budget ;
- Development of advergames in AS3, fast paced production ;
- Lead developer on blindtest.com ;
- Projects include games for Unilever (Axe) and SNCF

Skills and Abilities

DESIGN TOOLS

Sketch
Adobe XD
Abstract
Axure
Photoshop

DEVELOPMENT

Javascript
HTML/CSS
Python
Actionscript 3

OTHER TOOLS

Git versioning
Unity
Processing

LANGUAGES

French: native
English: bilingual

Education

INTEGRATED COMMERCIAL PILOT COURSE (ICPC)

2022 - 2023

MFC – MONCTON – CANADA

Major : CPL, Multi Engine, IFR and CRM

Full time training on Diamond DA20 and Piper Seminole to achieve the required licences and ratings for a IFR multi-engine commercial pilot certificate

GAME DESIGN MASTER DEGREE

2008 - 2010

ISART DIGITAL – PARIS – FRANCE

Major : Game and level design theory

Lead game designer on Red Hair Revolution, game winner of the 2010 3D3 Graphic Design Award

DUT SERVICE ET RÉSEAU DE COMMUNICATION

2006 - 2008

IUT DE VÉLIZY - VÉLIZY – FRANCE

Major : Object-oriented development and user experience on the web

Other Skills / Hobbies

Airplane piloting
Photo and video editing

Driving Licence
French certificate for youth workers (BAFA)