

Thomas Benoit

UX/UI Lead Designer and Design Thinking Specialist

243 Fairfield
Greenfield Park, J4V 1Z8
tom.benoit@gmail.com
514 476-6404

www.thomasbenoit.com

PROFILE

15 years of experience

- UX/UI design
- UX/CX strategy
- Information architecture
- UX research

10 years of experience

- Consulting
- UX project management

UX project management

Understand business needs and business strategy, define goals, use cases and performance metrics, plan UX activities and help to define product priorities.

UX research and analysis

Carry out user research, user test, data analysis, UX evaluation and content mapping. Document the use experience: persona, user journey, empathy map, blueprint...

Workshop facilitation

Organize and facilitate Ideation, decision, definition and co-creation workshops.

UX/UI design

Define uses cases, design user journey map, user flow and information architecture and user interfaces (UI design), document the design system, carry out usability review and tests.

EXPERIENCE

UX Senior/Lead (consultant) - 2017 to today

GSoft

Software development company
GSoft.com - 2021

Conducted user research interviews on remote meetings practices to identify problems and opportunities for the company. Facilitated "ideation and decision" workshops. Created high level concepts of the products.

Notio

Technology company in the field of cycling
Notio.ai - 2019 à aujourd'hui

Prepared and facilitated workshops with stakeholders and customer representatives to optimize the CX experience. Conducted product evaluation to identify potential problems. Created user flows, concepts and UI designs.

nventive

Mobile applications development agency
nventive.com - 2018-2019

UX Lead role: defined service offering, team methodologies and best practices. Facilitated co-creation and project definition workshops (Parkland, Impact...) Designed mobile applications for City of Ottawa, National Geographic...

Kinova

Robotic company - kinova.com - 2018

Conduct stakeholders interviews, analyse product needs, design information architecture and user interfaces for Kinova's robotic arm control system.

Cirque du Soleil

Entertainment and circus company
cirquedusoleil.com

Facilitated a design studio workshop and create prototypes for the optimisation of the seat selection process in the ticketing platform (2017). Conducted a usability study of cirquedusoleil.com's tickets and shows pages (2015).

TELUS

Canadian telecommunication company
Telus.com - 14 months, 2015 and 2017

Created the first version of Telus Quebec's client center.
Documented the redesign of telusquebec.com with a new "design system".
Attended Agile training with an Agile coach.

Collège Maisonneuve

College - 5 months

Analyzed existing content and designed the information architecture of a brand new intranet . Designed and coded the user interfaces.

UX/UI Designer (freelance) - 2009 to 2017

Selected projects

Jean-Coutu

with Nurun - 3 months

Analyzed the needs and designed the user journey as well as the wireframes for Jean Coutu's health records management system for retirement homes.

Garda Background Check

with Pierre Charland - 3 months

Carried out the business analysis and created the information architecture and wireframes of the background check system (customer side and agent side).

Desjardins Group

*Canadian financial services cooperative
several contracts - 2 years*

Created an interactive business plan writer (Desjardins Coopmoi).
Created a gift card generation tool (with Cri Agency)
Created the first version of Accès D budget tool.
Carried out the redesign of Disnat's and Desjardins Wealth Management's websites

Vidéotron

*with Nurun
several contracts - 16 months*

Carried out the business analysis and redesign of Vidéotron's client center as well as several parts of Videotron's website. Created a pattern library.
Design illicoWeb website, Vidéotron's online video platform.

Réseau Des Sports

6 months

Led the responsive redesign of RDS.ca.
Documented the redesign of RDS.ca with the introduction of a new CMS.

MBAM

with Bell Web - 3 months

Managed the information architecture and wireframes for the redesign of the Montreal Museum of Fine Arts website.

TVA

14 months

Created ten programs and channels websites.
Designed a website generation tool for SMEs.

Radio-Canada

3 months

Designed the first version of the tou.tv mobile app.
Generated ideas for radio-canada.ca home page.

UX Designer - SID LEE - 2008 to 2009

Clients: Cirque du Soleil, AMT

Information architect / Analyst - NURUN - 2006 to 2008

Clients: Vidéotron, Quebecor World, BRP

Project manager - Ropfo, Ottawa, ON - 2003 to 2005

Managed several projects of exhibitions, virtual exhibitions and educational materials, managed budgets and team.

EDUCATION

Master of Science in Business Administration - Graduated in 2003

Option - Information System Management

EM Strasbourg Business School, Strasbourg, France

International Design Business Management program

IMDB Program, Helsinki School of Economics, Finland

Digital media track of the Information Technology Program

ITP Program, Helsinki School of Economics, Finland

Remote meeting facilitation training - 2021

group3, Nathalie Miller and Marie-Christine Messier

OTHER

Member of a meeting facilitation community practice - 2020 to today

Organised by Design Sprint Montréal