

# MELISSA RENAU, PhD

## UX & SERVICE DESIGN RESEARCHER

[LinkedIn Profile](#) | +949 402 6957 | Irvine, CA | [melissarenau95@outlook.com](mailto:melissarenau95@outlook.com)

**SUMMARY:** Participatory action researcher with +7 years of experience working in Public Interest Technology. Recent domain work ranges from Algorithmic Management in the gig economy to service design in the social services and healthcare sector. I am capable of zooming in and out, designing, planning, and executing both generative and evaluative research. My background enables me to strike the right balance between business objectives, policy, and legal constraints while prioritizing user needs.

**SKILLS:** Qualitative (Interviews, Surveys, Usability Tests, Ethnographic Studies) and quantitative methods (Surveys), participatory action research, competitive analysis, Agile, Lean, Scrum, and Kanban, Design Thinking, Strategic research, presentation and communication skills, healthcare technology, human computer interaction, UX evangelization and more.

## FEATURED EXPERIENCE

**UX & Service Design researcher, [Suara cooperative](#), (healthcare) **04.2022 - 11.2023****

- Offered agile-aligned UX research, leading to a redesign of a videotelephony platform for seniors while securing the formation of a dedicated research team.
- Led strategic mixed-methods research on platform (work) models that resulted in 5 new products and strategic shift in homecare services, impacting 3600 workers and the main source of revenue of the company (65%, \$76M).
- Disseminated research for four products across-functional teams through various means, including journey maps, service blueprints, and personas, advised non-research colleagues and oversaw external consultancy and university research.

**Scientific Researcher, [Internet Interdisciplinary Institute](#), (gig economy) **11.2018 - 03.2022****

- Conducted surveys, workshops, focus groups, ethnographies and interviews, totalling +150 participants.
- Worked on 4 international and cross-cultural research projects resulting in +10 publications with 140 citations. Disseminated insights through press and media channels, and provided advisory services to public administration and industry entities.
- Orchestrated the creation of an international network of +150 members focused on platform work receiving \$520k in research funding. Led Transdisciplinary Outcomes and Impact Evaluation within this network, ensuring the scientific rigor of deliverables while coordinating a team of +30 researchers.

## EDUCATION

**Ph.D. in Information Technologies, Open University of Catalonia, Spain **2019 - 2024****

**MS, Sociology and social innovation, University of Barcelona, Spain **2018 - 2019****

**B.A., Business Administration, Pompeu Fabra University, Spain **2013 - 2017****