

MARION MASSOT

Positive shaking designer

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About me

Since 4 years, Marion has been practicing User eXperience in search of stories. Let's do it together.

Marion wants a world where the people around her give the best of themselves. By accompanying her collaborators, she helps them to **put meaning into their actions to create value**, thanks to the projects she carries out. She helps you to **increase the revenues of your company**: she is not only a **creative service providers** but also she is a **strategic partner** in innovation decision-making.,

Marion enables you to **maintain an image of quality** and **improving the customer satisfaction rate** thanks to her skills in understanding users and stakeholders. She guides you to **deliver successful projects to your audience from strategy to final product**.

Job Experience

2020 - 2021: UX Designer

PwC Experience Center - Luxembourg

- National e-Health Strategy in Luxembourg - Organization and facilitation of co-creation sessions to accelerate the digitalisation of the sector
- Luxembourgish e-trading platform - Target customer experience design
- 2 Management platforms (internal & USA) - Home page reworking and design a strategic development
- UX Community: co-creation and launch of a Design Playbook

2018 - 2019: Independant UX Designer

Marion Massot Design - Bordeaux

- Certified public accountant in France - Workshops to improve the employee journey through digital transformation
- Accompanying in startup creation

2020 - 2021: UX Lead

Take the Wave x WebMyDay - Paris

- Rework of the onboarding process of the learning platform
- Leading of the UX process by coordinating the different actors, methods and schedules
- In collaboration with the training Take the Wave

2016 - 2017: Service Designer

La Poste - Libourne

- Set up an innovation process and improving employee experience design
- Mobile app strategy development and target customer/employee experience design for a UK Field Services businesses

Skills

User eXperience
(UCD, UX, EX, CX...)
Design Thinking
Service Design
Ideation
Co-creation

UX Writing
Facilitation
Workshops
(remote & in person)
Leadership in projects
Teach my knowledges

& tools

Indesign
Photoshop
Illustrator
Mural
Google Suite
SessionLab
Adobe XD
Figma

Publications

Sometimes I write
[My articles](#)
[In Octavo project](#)

People talked about me
[May Sketchnotes](#)
[Tiffany Brillard blog](#)

Sometimes I speak
[Culture Design](#) podcast

I speak as a guest
[LHoFT](#)
[Fiche Métier](#)
[Podcast UX Nation](#)

Education

2015.2017 Master Design: Interaction, Innovation, Service
Bordeaux Montaigne university
2013.2015 Master Couleur/Espace-Architecture
Strasbourg university
2010.2013. Licence Design
Strasbourg university

Volunteering

Taking part in positive change

Bad Biche Club
[Podcast & Community](#)

[OFQJ - Montréal](#)
Training about racism

[Outward Bound Croatia](#)
Assisting for french-croatian relations

Various mentoring (advices for student, professional transition, workshops...)