

Lucile Gamen

Senior Product Designer & Researcher

I am a **Senior Product Designer and Researcher** with over 6 years of experience, consistently demonstrating my ability to lead design projects and drive improvements for digital-first solutions in complex ecosystems through insights-driven decisions. As an enthusiastic team player, I excel at managing and facilitating multidisciplinary teamwork. I strongly believe in the power of design to make a positive impact on society and the world. For the past 4 years, my focus has been on specializing in Digital Health design and Research, with the ultimate goal of democratizing access to healthcare. My background, born into a French-Argentinian family, has exposed me to diverse cultures throughout my life. I have received education in different countries, attending primary school in **Mexico**, high school in **South Africa**, and completing my university studies in **Argentina and France**. In addition to my design expertise, **I am fully trilingual in English, Spanish, and French, and I have conversational proficiency in Italian.**



Work Experience

Happitech / **Principal Product Designer** (May 2022 - current, Remote for Holland)

- Managing the product team and directing product development efforts, ensuring a focus on the right areas for improvement.
- Overseeing product planning and scoping, management, and prioritization, contributing to a proven increased adoption and improved reliability of the product.
- Leading design and research decisions for all applications, enhancing the patient and healthcare professional (HCP) experience.
- Redesigning the clinician and patient experience of the product, increasing adoption and usability in the main markets, and laying the ground for new partnerships
- Supporting clinical studies to gather valuable data on product reliability and optimize product functionality.

Hanno / **Lead Designer & Researcher** (Jan 2020 - May 2022, Remote for the UK)

- Worked hand-in-hand with clients, guiding them through summative studies for new SaMD concepts, uncovering actionable insights and transforming these into new product developments for different healthcare markets such as wound care, advanced oncology therapy and diabetes.
- Creating the Product Strategy and UX Design for new digital products
- Lead the creation of an award-winning new Digital Product for Wound Care Nurses at the point of care, deployed in several NHS trusts across the UK.
- Created functional prototypes to test and iterate proposed solutions in real world settings.
- Conceived and deployed formative (pilot) studies for these new SaMD and combination products in different hospitals in the UK, US and Spain, resulting in ongoing LMR.
- Developed the internal HFE strategy and created an internal innovation lab exploring new ventures in digital health.

Clients: Smith & Nephew, IPSEN, Novo Nordisk

Fjord, Accenture / Service Designer and Researcher (Sept 2018 - Jan 2020 Spain)

- Designed and led diverse research (summative and formative) studies in multiple international locations (France, Spain, Italy, the US) for digital products, uncovering unmet user needs, desires and aspirations.
- Developed new human-centric digital services and products in different markets such as Fintech, FMCG and B2B, by consolidating research insights into actionable concepts, developing user journeys, service blueprints, wireframes, mockups and prototypes.
- Designed and facilitated multiple co-creation strategic workshops for multidisciplinary teams.

Clients: Almirall, SEAT, Movistar Money, Parques Reunidos

Insitum (Acquired by Accenture 2020) / Junior Service Designer and Researcher Jan 2017 - Sep 2018, Spain)

- Created new end-to-end digital services and products, merging the online and offline retail experience by uncovering user needs through AGILE research and development.
- Carried out summative and formative studies for different Google products in multiple international contexts (Spain, Italy, Poland, UK, France, Germany), articulating relevant findings into new strategies to improve the proposed concepts.
- Trained UX design interns.

Clients: Google, Facebook, Hospital Sant Joan de Deu, Mango, Gallina Blanca, Gallo

Air Liquide i-Lab / UX Design intern (Jun - Sept 2016, Paris)

- Created a new system to visualize complex data gathered from research to easily communicate findings amongst stakeholders.
- Collaborated in different research initiatives, creating solutions to reduce food waste in households.



Education

MSc. (Bac +5) in Sustainable Design & Innovation Management, Université Côte d'Azur, Nice, France
2014-2017

Industrial Design, University of Buenos Aires, Argentina 2012-2014

- *The Master's is an innovative, hands-on program combining theory and practice in order to promote human centricity in design and innovation. Encourages independence of thought and offers students the freedom to design their educational experience.*
- I graduated with Highest Honors for Master's Project & Thesis seeking to improve the life quality of elders.



Awards

- Scholarship Winner and project lead, *European Innovation Academy*
- Excellence in Research Award, *Université Côte d'Azur*
- Won the "Out of the Box" Award, *International Air Liquide City Innovation Challenge*