MATTIA NAVACCHIA

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With a robust academic foundation in Computer Science, I am a research-informed experience designer at Accenture, where I lead a proficient team of three designers working on 4+ international projects. My professional journey commenced as a Solo Designer, during which I mastered key skills in stakeholder management, project management and delivery, cross-functional collaboration, and facilitation. As I cast my gaze into the future, my earnest aspiration is to join a team that boasts an even deeper and more immersive research culture.

WORK EXPERIENCE

SERVICE AND INTERACTION DESIGNER - Senior Analyst
January 2022 - Present
Accenture Song, Milan, Italy

- Leading a multi-disciplinary team of three people working on various projects for an Italian Client leader in the Financial Services sector
- Training 5+ interns by crafting tailored learning paths to make their skills flourish
- Founded a UX Research practice in the Client team that helped shape a new way of working
- Launched and managed a research repository MVP using Confluence that elevated cross-functional collaboration
- Delivering 30+ key features that improve user retention and business metrics on e-commerce, web and mobile apps

UX DESIGNER
September 2020 - January 2022
Fortech Srl, Italy

- Transformed the petrol station management systems for ENI S.p.a. in a 100% accessible product
- Increased the SUS score from 56 points to 89 points which led to new projects in partnership with ENI S.p.a.
- Introduced the first MVP Design System that reduced implementation time by 37%
- Supported the business in acquiring new international clients by leading the E2E projects and collaboration across different departments, from marketing to customer support
- Successfully directed and managed various E2E projects as a solo Designer

EDUCATION

MSc in Human Computer Interaction at the University of Birmingham, UK
September 2019 - September 2020
- Thesis "Emoji Swap: does changing popular emoji make the experience more inclusive?"

BSc in Computer Science at the Università di Bologna, IT
September 2016 - July 2019
- Thesis "Design and development of an interactive Data Visualization system in the context of sustainability"

SKILLS

Generative research, Evaluative Research, data analysis, workshop planning and facilitation, product design, UX writing, people management.