

Lisa Bøe Drivenes

Born: 01.04.98

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KEY QUALIFICATIONS

Creative and user-focused Service Designer with expertise in crafting innovative solutions that align user needs with business goals. Skilled in design thinking and doing, prototyping, and usability testing, with a strong ability to improve both digital and physical experiences. I have a Bachelor's in Service Design and I also bring international experience in PR and communications from my semester abroad.

EXPERIENCE

Sept. 23 – current

UX researcher/Service designer, Circle K eMobility

- Design thinking and doing.
- Research - Qualitative and quantitative in field and online: Interviews, observations, surveys, usability testing etc.
- Workshop preparation, facilitation and result summary in person, hybrid and online.
- Design sketching and prototyping by hand and in Figma.
- Status quo and future journey mapping and service design blueprinting.

Feb. 21 – Aug. 23

Customer advisor, Schibsted Mittanbud.no

- Providing customer service through phone, e-mail and chat.
- Maintaining flow of jobs on website.
- Tester of new CRM system.

Aug. 20 – Aug. 22

Secretary, Linjeforeningen for Service Design, Westerdals

- Voluntary position through university.
- Helped with planning and arranging social and subject related events for students, and everything that came with.

Feb. 19 – Aug. 21

Store employee, Bianco

- Checkout
- Customer service with a focus on "Selling the Bianco way"
- Shared responsibility for social media

Des. 16 – Feb. 19

Store employee, Illums Bolighus

- In-store and online
- Checkout
- E-commerce
- Customer service in person, on phone, in chat and via e-mail

EDUCATION

2020 – 2023

Bachelor in Service Design, Westerdals/Kristiania

"The Bachelor's program in Service Design is an interdisciplinary course that prepares students to become creative problem solvers and strategic thinkers with an in-depth understanding of society's needs and challenges. The program combines design principles, processes and methods with strategic thinking and social science to develop solutions that create positive changes for society."

kristiania.no.

- One semester spent abroad at ISCOM in Lille, France.

2019 – 2020

Year course in International understanding and cooperation, USN
"...focus on global change processes and nation-building, post-colonial and global history, human rights, immigration and integration in different societies characterized by cultural diversity. Cultural diversity and integration in multicultural Norway is a central part of the study." usn.no

OTHER

Språk

Norwegian, native language

English, fluent orally and in writing

Swedish and Danish, good understanding

REFERENCES

References are given upon request.