
Letícia Miranda

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UX Researcher Specialist

Work Experience*

Carrefour Bank

Ux Researcher Specialist | Customer Intelligence

Dec 2025 - **Present**

Indeed

Lead Ux Researcher

Jan 2025 - Dec 2025

ADP

Lead Ux Researcher & Business Analyst

Feb 2024 - Dec 2025

BairesDev

Senior Ux Researcher - Growth Team

Oct 2021 - Feb 2024

*more at LinkedIn

Summary:

- 8+ years of experience in the UX Research, Business Analysis, Project Management, and UX Design fields;
- Experience working with a variety of high-profile clients globally across numerous industries, including e-commerce, clothing, banking, insurance, agriculture, health, IT services, fintech, pharmaceuticals, and more;
- Experienced in planning, conducting, and analyzing research to drive business and product growth, focusing on process optimization through BPMN and Conversion Rate Optimization (CRO).
- Skilled in using various quantitative and qualitative research methods (Surveys, A/B Testing, Card sorting, Usability Testing, Interviews, etc.) and research tools (Maze, Usabilityhub, Lookback, User interviews, Ux Tweak, Hotjar, Figma, etc);
- Great communication abilities, problem-solving, high motivation for reaching quality, team leadership;
- Experienced in working in distributed teams of different sizes, across different time zones;
- Focused on deep analytics of user problems and actions to achieve a high-level user experience;
- Design Thinking, UX Strategist, Behavioral Research;
- Managing project timelines, daily operations, client expectations, and conflicts;
- Excellent time management, prioritization, and organizational skills;
- Coordination of resources to achieve the end goal;
- Impact assessment, project implementation;
- GenAI; Power BI
- Main languages: English (fluent), Portuguese (native).

Education:

BA in Architecture and Urbanism, SENAC University - São Paulo/Brazil

MBA - Digital Business, Esalq/USP - Universidade de São Paulo

Project Management: Professional Certificate - Google Career Certificates

Relevant Projects:

A digital platform to improve the patient's experience on their healthcare journey

Position: UX Researcher | Project Manager
Client: DataArt - Northwell Health | Apr 2023 - Jan 2024
Description: The project aimed to develop a product for a healthcare company, specifically a hospital's surgery facility. Our efforts focused on improving the patient experience, by understanding the core issues that patients have faced at every step of their healthcare journey. The initial phase involved conducting comprehensive mixed-methods research. This included discovery sessions, storyboard creation, user journey mapping, and system blueprint mapping. These methodologies were chosen to ensure a thorough understanding of user needs and preferences. Subsequently, mockups and prototypes were created to visualize the proposed product's functionality and design. This iterative process played a crucial role in informing the development process and ensuring alignment with the hospital's objectives.

Environments: Figma, Miro, UserZoom
Activities:

- Conducting discovery research to gain initial insights into user needs and preferences.
- Analyzing customers through storyboards and user scenarios to gain insights into their needs and behaviors.
- Designing the user testing plan and approach to ensure a thorough evaluation of the product's usability and effectiveness.
- Creating wireframes and mockups to visually communicate proposed designs and concepts to the project team.

Restructure of the company's lead-facing channels (website, landing pages, blog, etc)

Position: Senior UX Researcher
Client: BairesDev | Oct 2021 - Feb 2024
Description: The client underwent a rebranding process and sought to align their main customer-facing channels with the new brand visuals. This presented an opportunity to address technical debts and enhance the user journey as necessary. Collaborating with a product team, we redesigned the website, blog, landing pages, and lead-qualifying form to incorporate the updated brand identity. Throughout the active phase of this project, spanning a year, I spearheaded a research initiative to evaluate and validate the concepts behind these channels with both users and stakeholders. The successful implementation of these redesigned pages, improving design, user experience, and technology, resulted in a remarkable 300% increase in the business value derived from leads.

Environments: Figma, Miro, Maze, UserInterviews, Hotjar, Google Analytics
Activities:

- Planning the research process, including defining objectives, selecting methodologies, and creating a research plan.
- Creating interview and usability testing scripts to ensure consistency and gather relevant data.
- Setting up and conducting moderated and unmoderated usability testing sessions with

target users (US-based, High-ranking office people (CxO, VPs, Directors, Responsible for headcount budget.) to gather feedback on existing channels and prototypes.

- Analyzing qualitative and quantitative data gathered from interviews and usability tests to identify patterns and insights.
- Presenting research findings to stakeholders to share insights and validate proposed solutions.

Payroll & HR Software Optimization Project

Position: Lead UX Researcher | Business Analyst

Client: ilegra - ADP | Feb 2024 - Oct 2024

Description: Building on the success of optimizing the payroll system for the German division, the client sought to replicate this success in their operations in Latin America. The project aimed to identify optimization opportunities within the Latin American Human Capital Management system, leveraging insights gained from similar issues encountered in the German system. This initiative targeted HR practitioners and resulted in the identification of quick wins and optimization opportunities for the company's upcoming fiscal year. These findings ensured that the identified opportunities received adequate resources, addressing the main pain points of HR practitioners, who are the client's key users.

Environments: Figma, Miro, Cisco's Webex, Tableau, Google Analytics

Position: Project Manager, Lead User Researcher

Activities:

- Analyzing the German division's payroll system optimization.
- Gathering requirements for the Latin American Human Capital Management system.
- Interviewing internal stakeholders, and the system's users (HR practitioners).
- Analyzing collected data to identify optimization opportunities.
- Prioritizing quick wins based on impact and feasibility.
- Developing actionable optimization recommendations.
- Presenting findings and recommendations to stakeholders.

Evaluating and ranking software outsourcing company guarantees

Position: Lead UX Researcher

Client: BairesDev | Oct 2021 - Feb 2024

Description: The client aimed to enhance their landing pages by prominently featuring guarantees, such as '1 month free' or 'Get your money back', in order to incentivize prospects to engage with their sales teams. This project focused on evaluating the effectiveness of various guarantees through moderated usability tests, with the goal of ranking them from most to least compelling and engaging. Upon completion of the study, we compiled a report that not only ranked the guarantees but also included feedback collected during the tests. This feedback informed design, strategic, and legal adjustments to optimize the presentation and overall structure of the client's offers.

Environments: Miro, Figma, Zoom, UserInterviews, Google Analytics

Activities:

- Planning the research process, including defining objectives, selecting methodologies, and creating a research plan.
- Creating interview and usability testing scripts to ensure consistency and gather relevant data.

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- Recruiting and interviewing target users - US-based, High-ranking office people (CxO, VPs, Directors, Responsible for headcount budget.)

Retail e-commerce poll

Position: UX Researcher | Project Manager

Client: Juni Conversion Rate Optimization - Reserva | Jun 2018 - Aug 2019

Description: While analyzing the client's e-commerce sales funnel performance, a significant drop was observed at the checkout step. Users reached the checkout page but failed to complete their purchases for various reasons. In an effort to uncover these reasons, an in-site poll was created and presented during checkout, asking users about their experiences and why they were leaving the website. The results revealed that bugs were preventing users from completing their purchases, along with other issues such as confusion regarding coupons and discounts, and difficulty in visualizing alternative payment methods.

Environments: Adobe XD, Hotjar, Google Analytics

Activities:

- Conducting a diagnosis analysis on the client's website.
- Planning the research - Writing the poll's question logic and flux.
- Building the poll on Hotjar.
- Analyzing and presenting results to the client.

Skills:

Research Frameworks:

BPMN, IBM Research, IDEO, Atomic UX Research, The Research Funnel, Design Science Research (academic), Activity-Centered Design, Design Thinking, Growth Research: A/B tests - end to end, Conversion Rate Optimization.

Design Environments:

Adobe Photoshop, Adobe XD, Figma.

Research and Analytical Tools:

Survey Monkey, Typeform, Tableau, Google Analytics, Miro, UserZoom, Lookback, Maze, Usabilityhub, User interviews, Ux Tweak, Hotjar, Crazyegg, LogRocket, Gen AI, Power BI.

Licenses & Certifications:

MBA in Digital Business

Universidade de São Paulo (USP) | 2023 - 2024

Project Management: Professional Certificate - Google Career Certificates

Google | 2024-2024

Design Strategist Career

Trailhead By Salesforce | 2021 - 2021

Leading High-Performance Teams

Sebrae | 2021 - 2021

User Experience: Research and Design (Specialization)

University Of Michigan - Coursera | 2019-2019

Neuroscience Applied to UX

Udemy - Amyris Fernandes | 2019-2019

Process Management and Process Improvement

Fundação Vanzolini | 2019-2019

Heuristic Analysis in UX

Udemy - Amyris Fernandes | 2019-2019

UX Design (Fundamentals, UX Strategy, UX Usability, UX Product, UX Research, and Microcopy).

Alura | 2018-2018

Career in UX Design

Alura | 2018-2018

Development for Non-Developers

Mastertech | 2019-2019