

Internship in User Experience Research (60%)

Hi, we are Empirical, an independent customer and user experience research and consulting agency based in Zurich. Our mission is to spread knowledge about customer needs, emotions, behaviours and attitudes. We are insight scouts and reliable allies on the journey of exploration, evaluation and creation of valuable products and brand experiences. We help clients from different sectors create human-centred products and services.

Do you want to work on meaningful and impactful projects? Are you willing to be part of a small and open-minded team, take responsibility, laugh and learn with our clients and us? Do you want to support others to succeed and operate in a highly collaborative environment? If this sounds like you, we would like to hear from you.

Responsibilities:

- Prepare the study design and the research plan
- Develop research screeners and discussion guides
- Help conduct qualitative interviews, contextual inquiry, usability tests, short surveys, benchmark studies
- Analyse study results and translating insights into actionable recommendations
- Summarise and visualise findings and recommendations
- Recruit study participants and schedule interviews
- Help finalise and launch our website
- Collaborate with project team members throughout the process

Requirements:

- Currently pursuing a Master's degree in Psychology, Human-Computer Interaction, Cognitive Psychology, Information Science or related field
- Experience in conducting empirical research in applied and or academical setting
- Understanding of the strengths and shortcomings of different research methods
- Demonstrated analytical, interpersonal, communication and collaboration skills
- Languages: German, English

We offer

- Competitive compensation depending on experience and skills
- Unlimited access to E-Commerce UX Research Content of Baymard Institute
- Possibility to earn the degree and certification "*Certified E-Commerce UX Professional by Baymard Institute*"
- Opportunity to gain experience in applied customer and user research in different industries and to learn about the whole human-centred design process within organisations
- Benefit from my mentoring program

Location: Zurich and remote

Duration: 3-6 Months

We are looking forward to getting to know you. Please reach out as soon as possible.

For further information please contact me: stoilka.krasteva@empirical.ch or +41 44 585 33 03