Henna Gorsia

UX Researcher | UX Designer

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Employment

Junior UX Researcher @ Raspberry Pi Foundation

February 2022 - present (Remote)

- Support the Digital Products team on providing online experiences which are interactive and useful across multiple products
- Conduct user testing such as surveys and interviews
- Participate in workshops to prioritise recommendations
- Produce reports to convey recommendations and present to product managers and stakeholders
- Collaborate with colleagues to incorporate analysis into production
- Produce a user panel recruitment proposal for all products

Researcher @ Raspberry Pi Foundation

June 2021 - February 2022 (Remote)

- Coordinate day to day activities on a number of research projects
- Support the delivery of a series of events for Computer Science Education
- Provide support to a team of researchers
- Perform data analysis
- Write copy for blogs, magazines and webpages
- Edit and proofread research documents

Researcher & Data Analyst @ Lexden Marine

July 2016 - December 2020 (City of London)

- Provide support for a soft commodity trading company
- Produce newsletters and reports tracking shipments and trades
- Design automated master reports integrating data to ensure ease of use
- Consult with suppliers to agree profit and loss balances
- Transcribe minutes of meetings and produce meeting diary

Co-founder & Software Developer @ Maths Den

July 2012 - October 2016 (London)

- Redevelop existing payment & attendance tracking system for a group tuition company
- Conduct user experience research for the redevelopment of the payment & attendance tracking system
- Conduct competitor research on service, customer, promotion and distribution
- Research, desgn and adapt learning material according to student needs
- Assist with teaching a small group of students

Research Assistant @ Brunel University

November 2015 - January 2016 (Hybrid)

- Research the detection of emotion in technology
  Collect quantitative and qualitative data
- Communicate with key vendors to identify the nature of technology provided
- Complete comprehensive market reviews capturing aim, objective and process of the technologies

Team Leader & Space Utilisation Surveyor @ Brunel University

November 2015 - November 2015 (London)

- Collect quantitative and qualitative data to record how university space is being utilised
- Check and approve team members timesheets for payroll purposes
- First point of contact for any enquires and issues team members have
- Ensure all team members meet deadlines within a strict time frame

🛠 Tools

Figma / FigJam
Salesforce / Pardot
FormAssembly
UsabilityHub
Slack
Monday.com
G Suite
MS Office
MS SharePoint
Serif Web Plus
Serif Draw Plus
DataStream
HootSuite

⚙ Skills

Wireframing
Prototyping
Interaction Design
Storytelling
User Flows
Usability Testing
Research
Analysis
Reporting

🎓 Education

Professional Diploma in UX Design (DipHE/HND)

Glasgow Caledonian University /
UX Design Institute
2021 — 2022

MSc Information Systems Management

Brunel University
2014 - 2015

BSc (Hons) Financial Computing

Brunel University
2011 - 2014

Foundations of Information Technology

Brunel University
2010 - 2011

IT, Sociology and English A Levels

Copland Community School
2008 - 2010

10 GCSE's including Maths, English and IT

Copland Community School
2006 - 2008

Marketing & Operations Assistant @ A.B.L.E Collectives

August 2015 - November 2015 (Remote)

- Integrate social media tools using HootSuite
- Management of social media accounts
- General administrative duties as directed by management

Traffic Surveyor @ Traffic Sense Ltd

November 2015 - November 2015 (London)

- Quantitative data collection across prescribed route
- Check car park usage under a strict time-frame

Space Monitoring Assistant @ Brunel University

September 2015 - October 2015 (London)

- Conduct market research on space utilisation across a prescribed route
- Report back collected data and health and safety issues found
- Provide feedback on how to utilise university space more effectively

Induction Student Helper @ Brunel University

September 2015 - September 2015 (London)

- Assist with the running of each induction talk
- Condut pre-induction checks to ensure technical equipment is working
- Deal with various student enquires
- Direct students to relevant locations on campus and deal with enquires
- Provide feedback for improvement to aid in the success of future work programs

Maths Mentor @ Brunel University

September 2013 - December 2013 (London)

- Facilitate small group mentoring sessions
- Provide mobile and desktop technical support
- Advise students with constructive approaches to academic assignments
- Direct students to specialist departments who can assist them further
- Liaise with lecturers providing feedback on the progress of each session
- Liaise with mentors and management on improvements for future programs

Projects

UX Research Projects @ Raspberry Pi Foundation / CoderDojo

[Link to more detailed projects page](#)

- Code Editor - April 2022 - present
- Donations Page - April 2022 - present
- Code Club World - March 2022 - present
- Projects Sites - March 2022 - present
- Find a Dojo - March 2022 - March 2022
- User Research Panel Proposal - March 2022 - April 2022

Publications

Gorsia, H. (2022, January 11). [web log]. Retrieved January 11, 2022, from https://www.raspberrypi.org/blog/ai-sytems-in-education-learner-support-research-seminar/.

Gorsia, H. (2021, October 11). Reducing Anxiety in the Computing Classroom. Hello World Health & Well-Being, (17), 17–17. Retrieved October 11, 2021, from https://helloworld.raspberrypi.org/issues/17.

Gorsia, H. (2021, September 2). [web log]. Retrieved September 2, 2021, from https://blog.teachcomputing.org/how-can-teachers-increase-students-confidence-and-reduce-anxiety-in-problem-solving-in-the-computing-classroom/.

About me

I am a keen enthusiastic individual never to shy away from a challenge.

I have excellent communication skills that have been further developed whilst liaising with parents, students and colleagues.

Time management and organisational skills have been evident in my current job through filing and diary management and through working at Maths Den.

Research skills have been obtained through setting up the group tuition company Maths Den focusing on service, customer, pricing, promotion and distribution.

Alongside this, collection of quantitative and qualitative data and report writing skills have been further developed through my researcher roles.

Interests

I enjoy keeping fit, socialising and meeting new people. I also enjoy travelling, reading and undertaking renovation projects.

Certifications

User Interface Design

DesignLab
2021 - 2021

User Experience Design

Udemy Education
2021 - 2021

Payroll Diploma

New Skills Academy
2018 - 2018