

Brigitte Susanne Kock

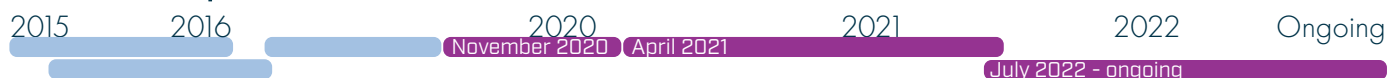
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Personal Statement

I'm a **proactive problem solver**, with a **love for figuring out how complex systems work and how we can improve upon them**. With this ability, I want to help create services that are durable, simple and user-friendly. I assertively put forth ideas on how an improvement can be achieved; whether it's about how to work together as a team or about changes in the business processes.

I'm driven to accomplish the goals I've set and think that self-knowledge on character and habits is a big part of enabling that growth. For me, those are; **analytical, critical and creative thinking**. As an introvert, I prefer to seek to understand before offering suggestions. This also means that **I enjoy multicultural and multidisciplinary teamwork** because new (and sometimes 'strange') perspectives give me inspiration in life as well as in design.

Work Experience



Business Analyst Manager at Horwich Farrelly (Remote) **Jun. 2022 - Ongoing**

Leading a **team of six business analysts**, of whom two were contractors. Activities include regular 1-2-1s with each of my direct reports as well as salary negotiations, writing job descriptions, hiring new team members, setting up knowledge transfer plans, and helping out whenever someone on my team has a question about best practices.

- Build a **Centre of Excellence to start maturing the BA team** and set expectations at the junior-mid-senior level.

Business Analyst / User Experience Designer at Horwich Farrelly via Sparta Global (Remote) **Apr. 2021 - Jul. 2022**

Within our Agile team, I worked on **13 different in-house legal tech softwares**, of which multiple are award-winning. For four of these projects, I had **end-to-end involvement** from wireframes to lessons learnt.

- After 3 months I worked as the main business analyst for two teams, as well as training up a junior BA.
- Developed workshop templates which got incorporated company-wide for the idea and solution exploration.
- Recommended by the CIO to represent the IT Department on the company's sustainability board.

Trainee Technical Business Analyst at Sparta Global (London) **Dec. 2020 - Mar. 2021**

Learned key BA skills during 6-week training; such as modelling of both business and data processes, use case diagrams, investigation techniques, risk assessment, requirement engineering, gap analysis, facilitation skills, and stakeholder and benefits management.

- Highest score in the class for the **Business Analysis Foundation Certificate** (BCS, issued 2020).



Graduate Consultant Sustainable Materials for LVMH (Remote) **Sep. 2020 - Nov. 2020**

Our team designed Collection En Route, a **bio-concrete collection made waste from the local invasive species removal companies** around the UK. During this project we explored; "How can invasive species be used to create luxurious materials whilst improving our local biodiversity?"

- Publications in **Dezeen**, DesignNuance, Stirworld and Greenworld.
- The material got exhibited at the Virtual LVMH Climate Week as well as **IUCN Congress on Nature** (2021).
- Spoken at Maison/O for Regenerative Luxury (April 2021 CSM) and **Design with the Living Symposium** (November 2021 The Design Museum London)



Salesperson for Diesel Shop-in-shop Bijenkorf (Eindhoven) **Jan. 2015 - Jul. 2016**

Learned to keep a tidy shop and how to **politely sell more than people initially came for**.

- Generated sales, daily goals of €700 could go up to around €1100.

Work Experience

Home-tutor in English at StudentPlus (Eindhoven) **Sep. 2015 - Jul. 2016**

Patently taught the English language. I aimed for **tailored and varied explanation methods**.

- Visible improvement: student went from 3.0 to 7.0 (out of 10)

Education

MA Material Futures, Central Saint Martins (London) **Oct. 2018 - Jul. 2020**

A two-year taught course on creating innovative materials and narrating desirable futures worth debating.

- Graduated with Merit (11 out of 15 - British grading system) thesis on 3D-printed lingerie.
- **Client projects** with companies BAUME Watches and Swarovski.
- The graduation work was shown on the virtual Dutch Design Week 2020.

Fabricademy, Fablab Waag Society (Amsterdam) **Sep. 2017 - Mar. 2018**

Course about emerging technologies around textiles such as; bacterial dyes, skin electronics, computational couture and soft robotics.

- Received **scholarship** from Neenah Coldenhove.
- Invention during graduation project resulted in a **patent application**.

BSc Industrial Design and Commercial Design, NTUST (Taipei) **Sep. 2016 - Jan. 2017**

Exchange abroad covering courses on photography, Japanese business and research methodology taught in Chinese.

- Experience taught me to **handle crises, to be flexible** and to make a bad situation into a good experience.

BSc Industrial Design, TU/e (Eindhoven) **Sep. 2014 - Jul. 2017**

An undergraduate course covering subjects such as user experience & user interface, designing interactive systems and how to program and visualise information beautifully.

- Graduated with a 7,53 (out of 10 - Dutch grading system).
- Our collaboration of three graduation projects **received a DU-Grand**.
- The **project has been exhibited** at the Dutch Design Week (2017&2018), Conference in Brightlands Chemelot (2017), Material Experience (2018) and Munich Fabric Start's Keyhouse (2018) and was **shortlisted for the Red-Dot Design Award 2018**.

- **Online media** that covered the project are **Fashnerd, By-Wire.net and Techstyler.Fashion**.

Skills

Languages:	Dutch (native) and English (fluent 8.0 on IELTS)
BA:	Business Change Foundation Certification (Dec 2021) Business Analysis Foundation Certification (Dec 2020)
IT:	Microsoft PowerPoint, Visio, Word and Excel. Microsoft Certified Power Platform Fundamentals (Feb 2022), Jira, Scrum, Miro
Programming:	CSS, HTML, SQL, PHP, Processing, Arduino, Javascript (learning)
Design:	Adobe Lightroom, Illustrator, InDesign, Premiere Pro, After Effects and Photoshop. Rhino and Rhino's Grasshopper
Interests:	Reading, Sewing, 3D-Printing, Hiking, Digital Craftsmanship and Traditional Crafts

Leadership and Involvement

Moderator for subreddit r/3DprintedTextiles (Online) **Apr. 2022 - Ongoing**

In the process of building a community around sharing research and experiments on 3D-printed textiles & fashion.

Leadership and Involvement

Project Manager, MA Material Futures and The Design Museum (London) **Oct. 2019 - Dec. 2019**

Lead a team of 6 first years with another team manager - we guided the research and design of a speculative bar for those of us living permanently on Mars.

- Teamwork: Evenly distributed work, **ensured everyone was engaged and solved team conflicts.**
- Project Management: delivered work before the deadline(s) and expenses within budget.

Class Representative, MA Material Futures (London) **Apr. 2018 - Jul. 2019**

Represent the first-year students' interests through meetings with course leaders and the university's dean.

- Solved collective problems in a professional manner through reasonable confrontation.

Student Delegation Member of the University Faculty Council (Eindhoven) **Jan. 2016 - Jul. 2016**

Read and understand university matters to represent the Industrial Design students and to protect their interests through meetings with teachers, the faculty dean and finally university-wide meetings.

- Advised the board on our perspective on the changes in the grading/teaching method.

Youth Participant in World=U Project Rabobank (Middelharnis) **Jan. 2012 - Sep. 2013**

A project where youth in collaboration with the Rabobank, WNF en Nederland in Dialoog ambitiously try to create sustainable solutions for societal problems.

- Contributed to the initial design for a **zero-emission 'experience house'**.
- **Pitched our project to multiple stakeholders** - our team's proposal got chosen to be realised.

Student Delegation Member on High School Representative Advisory Board (Middelharnis) **Sep. 2011 - Jun. 2014**

Read and understand matters to represent the students of the school and protect the students' interests.

General Member, Secretary and President of the Student Council (Middelharnis) **Sep. 2010 - Mar. 2014**

Be present and active at meetings for a year as a general member, followed by taking the meeting's minutes for one and a half years. And finally, as president, I arranged and lead the weekly meetings.

- **Organised multiple activities to raise awareness** on school matters.