

Contact

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Top Skills

Language Teaching

Dovetail

Askable Plus

Languages

Portoghese (Elementary)

Italian (Professional Working)

Afrikaans (Limited Working)

English (Native or Bilingual)

Certifications

Interaction 22

Health, safety and environmental protection quiz

Listening Deeply

STATA

Introduction to UX and Accessible Design

Publications

Tackling Europe's ageing population: the relationship between long-term care and social Innovation

Catia Quintas

Design Researcher | UX Psychology Master | Ray-ban, Oakley, Sunglass Hut
Milan, Lombardy, Italy

Summary

I'm a UX Design Researcher with 3+ years of experience, working at EssilorLuxottica with brands like Ray-ban, Oakley and Sunglass Hut.

I specialize in usability testing, interviews, and multi-method research approaches, supporting innovation projects in wearables and digital b2b & b2c tools.

I'm passionate about breaking down complexity, making information digestible, and creating experiences that feel natural and intuitive.

Areas of interest: social good, education, healthcare and public services

Always excited to connect, collaborate, and keep building better experiences one insight at a time!

Experience

EssilorLuxottica

User Experience Researcher

May 2023 - February 2026 (2 years 10 months)

Milan, Lombardy, Italy

Tools: UserTesting, Dscout, TheyDo, Dovetail, Optimal Workshop, Figma, ChatGPT

- In 2023, conducting usability tests, surveys, and interviews focused on validation research to optimize e-commerce experiences for brands like Ray-Ban, Oakley, Sunglass Hut, and LensCrafters.
- In 2024, contributed to the set up of our Insight Hub, a centralized research repository, and run the UX Research Support Hour — a weekly initiative to provide live support and democratize research across the organization.

- Contributed to research delivery timelines by 50% through the development of new templates and workflows, significantly accelerating project turnaround times.
- Expanded research approaches by triangulating data across studies and collaborating closely with stakeholders, transitioning from validation research to more evaluative and generative work.
- In 2025, focused on the set up of strategic research for innovation projects and wearables research.

Current project focus: Wearables and Innovation tools

Ladies That UX | Cape Town

2 years

Volunteer

November 2023 - January 2024 (3 months)

Co-Founder

February 2022 - October 2023 (1 year 9 months)

Re-ignited the dormant chapter in Cape Town from abroad with two co-leads. Marketing and organizing a launch event, creating a roadmap of events for the year and liaising with interested partner companies and organizations. Hosting in-person events and workshops. Managing social media accounts and content strategy.

UNGUESS

8 months

Junior UX Researcher

January 2023 - April 2023 (4 months)

UX Research Intern

September 2022 - December 2022 (4 months)

Milan, Lombardy, Italy

- contribution ux research repository
- writing manual script and developing use cases for testing
- analyzing tester videos through tagging system
- synthesizing research findings for client report

Social Enterprise Academy International

Research Assistant

November 2020 - February 2021 (4 months)

Cape Town, Western Cape, South Africa

Built a database of the social enterprise ecosystem for a community of practice involving South Africa's social enterprises and stakeholders across all 9 provinces.

Skills equipped:

- stakeholder mapping
- journey mapping(SME)
- mixed research methodologies

Pingu's English Italia

English Language Assistant

June 2019 - September 2019 (4 months)

Trento, Trentino-Alto Adige, Italy

- Coordinator of lesson plans
- Innovating the way in which students learn via games, storytelling and other hands on methods.

United Nations Association of South Africa

Workshop tutor

January 2018 - October 2018 (10 months)

Cape Town Area, South Africa

SASMUN tutor

Education

University of Cape Town

Bachelor's degree, Politics and Governance · (2016 - 2018)

Università degli Studi di Milano

Master of Arts - MA, Global Politics and Society · (September 2019 - October 2021)

Politecnico di Milano

Master's degree, UX Psychology · (January 2022 - January 2023)