

CURRICULUM VITAE

Luc Hermans

PROFILE



 [LinkedIn](#)

 [Online portfolio](#)

I am Luc Hermans, a service and experience designer from Eindhoven, the Netherlands. I focus on the full experience of the user. I believe that designing from an experience is a necessity, since products, services and systems are closely connected. I always strive for gathering multiple perspectives to be able to get full understanding of the context. Moreover, I want to engage stakeholders and users by letting them participate in the design process.

I have experience in the full end-to-end proposition development process. From doing research defining possible new proposition directions, to completely developing a product for releasing in the (medical) field. My main qualities are gathering user requirements in the field, testing new solution directions, usability testing concrete solutions and making ideas tangible with mock-ups, wireframes and UX design proposals.

First you need to make sure you design the right thing and then you design the thing right.

EDUCATION & TRAINING

Feb 2019

PSP0-1 PO Certificate
Scrum.org



Sept 2012 to Feb 2016

Master's Degree, Industrial Design
Eindhoven University of Technology

TU/e

Sept 2010 to Aug 2013

Bachelors's Degree, Industrial Design
Eindhoven University of Technology

TU/e

Sept 2012 to Jan 2013

Minor Entrepreneurship and Innovation
Eindhoven University of Technology

TU/e

Sept 2004 to Jan 2010

Atheneum Degree N&T
Roncalli Scholengemeenschap, Bergen op Zoom

roncalli

LANGUAGES

Dutch

ILR Level 5 – Native or bilingual proficiency

English

ILR Level 5 – Native or bilingual proficiency

WORK EXPERIENCE

December 2021 - Current

User experience designer
Philips



March 2019 - Oktober 2019

Design Researcher for Erasmus MC
@Erasmus MC



March 2017 - Dec 2021

UX Consultant for Philips
@Philips



March 2017 - Dec 2021

UX Consultant
Alten Nederland



Feb 2016 to Dec 2016

User-centred Designer
Eindhoven University of Technology

TU/e

Nov 2014 - Jan 2016

Student Assistent Communication Center
Eindhoven University of Technology

TU/e

2008 to Aug 2012

Kitchen Assistent
Le Bouleau

SKILLS



Adobe CC
Photoshop, Illustrator, Indesign, Première, Muse



InVision



Microsoft Office
Word, Excel, Powerpoint, Teams, Outlook, OneDrive



Flinto



Axure RP



Design research methods
Interviews, observations, contextual analysis, field studies, co-creation sessions



Sketch



Service Design methods
Customer journey, stakeholder mapping, value proposition design, business modelling

ACHIEVEMENTS

Best paper award for Hermans, Luc & Broekhuijsen, Mendel & Markopoulos, Panos. (2017). Memora: a Design for Teenagers to Connect Virtual and Physical Possessions. 121-128. 10.1145/3121283.3121312.

IF design award 2023 for Philips HealthSuite Diagnostics Cloud diagnostic platform
<https://ifdesign.com/en/winner-ranking/project/philips-healthsuite-diagnostics/543345>

MISCELLANEOUS

I've been a scoutsleader for a group of +/- 20 children with age ranging from 10 until 15 years old (2010-2017). Within these eight years I've been the teamlead for two years.

I've been in multiple committees at the Industrial Design student association LUCID (2010-2012).

I've been the chairman of the Eindhovense Studenten Krachtsport Vereniging Odin (2017-2018).

I've been in the board of the Scouting Markiezaatsgroep Bergen op Zoom (2017-2021).

PERSONAL INTEREST

I love going into nature and since a year I do bouldering. Making trips over the world and around the corner is what I like to do. I like scouting, cooking, going out with friends and have drinks. I have a passion for electronic music.