

Hélène Unbekandt

Senior Product Designer · UX · SaaS

contact.hudesign@gmail.com · Caen, France

[Profil LinkedIn d'Hélène Unbekandt](#)



portfolio

PROFESSIONAL SUMMARY

Ten years spent making complex B2B software feel navigable. I design client portals, dashboards and enterprise tools that hold their promise: rigorous in function, considered in form. I listen before I design, test early, and work closely with developers to close the gap between intent and implementation.

CORE AREAS OF EXPERTISE

UX for Complex Software

User flows · Information architecture · Interaction design · Usability testing · Ergonomic audits · SUS

Accessibility & Inclusive Design

WCAG 2.2 AA · RGAA · Accessibility audits · Inclusive prototyping · Design for all

Design Systems & UI

Design tokens · UI kits · Component libraries · Figma · Adobe XD · HTML/CSS prototyping

B2B SaaS & Product Design

Client portals · Dashboards · Enterprise tools · User stories · Acceptance criteria · Backlog management

Research & Validation

User research · Contextual enquiries · A/B testing · Usability testing · System Usability Scale

Collaboration & Delivery

SCRUM · Cross-functional teams · Developer handoff · Functional specifications · User guides

SELECTED ACCOMPLISHMENTS

- 10+ products in parallel at Fime: deeper ownership on the Customer Portal, the test execution tool, and MyTest Studio.
- 4 distinct user profiles, one platform: coherent experience across internal teams and external clients.
- Figma design system, a11y by design: adopted by front-end teams as a Storybook/Angular component library.
- MyTest Studio, designed from scratch: collaborative test plan authoring, multi-level expertise adaptation, machine-readable output.
- Access42 training in accessible UX & UI design (2025): accessibility as a right, embedded from the first decision.

PROFESSIONAL EXPERIENCE

Senior Product Designer

Fime - Caen, France

Oct 2022 - Present

Key Contributions

- End-to-end ownership on the Customer Portal, test execution tool, and MyTest Studio.
- User journeys and flows across 4 distinct profiles on a shared platform.
- Usability testing and SUS assessments from concept to iteration.
- Initiated and shipped a Figma design system, a11y by design, adopted as a Storybook/Angular library.

Impact: Transformed a technically-driven platform into a product that feels built for its users, without losing the precision the domain demands.

Senior UX/UI Designer · Junior Product Owner

Fime - Caen, France

Jan 2020 - Oct 2022

Key Contributions

- Designed Global+, Eval+ and TrustAPI+, SaaS tools for payment protocol testing.
- Conceived MyTest Studio from scratch: drag-and-drop authoring, multi-level expertise, machine-readable output.
- Wrote user stories with acceptance tests; co-managed product backlog with technical teams.

Impact: Moved from pure design contributor to partial product ownership, bridging user needs and engineering constraints on two concurrent products.

UX/UI Designer - Freelance

HU Design - Caen, France

Aug 2018 - Dec 2019

Key Contributions

- Full UX process embedded in SCRUM teams: analysis, user stories, wireframes, prototyping.
- Ergonomic audits and user tests across multiple client projects.
- UI kits and implementation handoff with development teams.

Impact: Built a practice covering the full UX process independently, from research to delivery, across varied industries.

EARLIER EXPERIENCE

- UI/UX design for payment and certification software at Fime, including the creation of company-wide design guidelines and HTML5/CSS3/jQuery production prototypes.
- UI design for ZeroToOne Technology, a startup building a training tool for sales coaches , keyword analysis and performance tracking, producing mockups and investor pitch materials.
- Web design across small business and freelance contexts, building on a background in literature and self-taught digital production.
- More detail available on request.

EDUCATION & PROFESSIONAL DEVELOPMENT

Training: Design UX and UI accessible, creating interfaces for digital accessibility · Access42 · Jun 2025

Professional Degree, Web & Multimedia Management · UFR Sciences, Caen · 2013 - 2014

Professional Certificate, Web & Multimedia Management · CNAM Basse-Normandie · 2009 - 2010

Formal training in web and multimedia, deepened through a decade of practice on complex products.