

CONTACT

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🏠 Zürich, CH

COMPETENCIES

- Design Strategy & Service design
- Co-design, Design Thinking
- Qualitative & quantitative research

EDUCATION

Industrial Design Engineering

MSc. Chalmers University, SE

2022 - 2024

- User experience
- Sustainable behavior
- More-than-Human design

Industrial Design Engineering

BSc. University of Twente, NL

2019 - 2022

- Industry 4.0
- Sustainable cities

Business Informatics

JKU, AT | 2018

LANGUAGES

German *native*

English *C2*

Swedish *B1*

Dutch *B1*

VOLUNTEERING

Social Media Manager | *Chalmers*

Social Dance Association

Tech Support | *DRS2024 at*

Northeastern, Harvard & MIT

HOBBIES

Rock climbing

Ballroom dance

OLGA LACKNER

UX RESEARCHER | CX DESIGNER

Hi! As an Industrial Design Engineer turned User Researcher

I focus on user experience across complex solutions, physical & digital.

I strive to develop new technologies in an inclusive way, involving users through collaborative design practices.

EXPERIENCE

JUNIOR UX RESEARCHER

Roche Diagnostics, CH | Sep 2024 - Current

As part of Customer Experience & Strategy, I connect the digital and physical interfaces within Roche's new Sequencing solution, conducting user tests, performing competitive research & leading a CX initiative in the portfolio.

- Journey mapping, user testing of hardware & software, competitive analysis

INDUSTRIAL DESIGNER

Eu Ergonomiutveckling AB, SE | Jan – Jun 2024

Redesign of the iconic Swedish office chair 'Ullmanstolen' for intuitive use, including design of a layout concept matching user's mental models. Thesis project.

- Literature review, benchmarking, user study (Figma), prototyping (Solidworks)

ART DIRECTOR

Chalmers Studenkår Rekrytering, SE | Jun 2023 – May 2024

Graphic design and copywriting of social media content for clients of a recruiting company.

- Adobe suite, including Photoshop, Illustrator, InDesign and Animate.

GLOBAL INNOVATION & SUSTAINABILITY INTERNSHIP

Roche Diagnostics, DE | Jul – Oct 2023

Creating a closed-loop recycling system for pharmaceutical B2B transport packaging. I conducted a comparative Life Cycle Assessment and cost estimate & material assessment.

- Company-internal emissions data, Microsoft Excel, PowerPoint & Tableau.

GRAPHIC DESIGNER

University of Twente, NL | Mar – Jul 2022

Creating branding for a consortium and advertising for a project on future frictions between people & technology.

PUBLICATIONS

Lackner, O. B. (2023) Embodying the Driving Experience through AI Driving Assistants as a Means of Noticing the More-than Human. DRS2024: Boston. Presented at the MIT, Boston.

Lackner, O.B. (2026) Imagining speculative design tools with a Capability Approach, in Simeone, L., Gray, C. M., Verhoeven, A., de Götzen, A., Bakırlioğlu, Y., Zohar, H., Stead, M., and Buwert, P. (eds.), DRS2026: Edinburgh, 8–12 June, Edinburgh, United Kingdom.
<https://doi.org/10.21606/drs.2026.1572>