

Emma Thorman

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Designer with a background in industrial design and sustainable change management. Experienced in driving user-centered development processes in both the public and private sectors. Skilled at facilitating workshops, engaging stakeholders, and translating complex needs into socially beneficial services. I want to be part of creating creative solutions with a focus on individual needs, inclusion, and sustainability.

Experience

Zenit Design

Malmö, Sweden

Industrial designer

August 2022 – July 2024

- Led and participated in projects for the development of digital and physical services with a focus on user experience and functionality.
- Facilitated workshops and requirements gathering with stakeholders to create needs-driven design solutions.
- Collaborated with customers in healthcare, transportation, consumer products, and the public sector.
- Drove cross-functional processes from insight work to implementation proposals.
- Was part of the sales team and contributed to bringing in new projects through strategy and concept development.

Marimekko, Panduro Hobby, etc.

Varying, Sweden

Salesperson

July 2013 – July 2022

- Participated in customer service training, mentored new colleagues, and collaborated with the team to improve the customer experience.
- Provided personalized service, handled customer inquiries and complaints, and achieved sales targets through upselling and good product knowledge.
- Responsible for inventory management, signage, and creating an attractive store environment.

Agea Dental

Stockholm, Sweden

Receptionist

June 2011 – August 2011

- Welcomed patients, handled administrative tasks, and prepared consumables for use in treatments.

Education

Hyper Island

Stockholm, Distance

Sustainability Change Leadership

November 2024 - April 2025

- Project with Haninge Municipality and Knowit. Developed a strategy to reduce long-term unemployment in Haninge Municipality
- Frameworks and tools for sustainable development
- Systems thinking, change management, stakeholder dialogue, and future scenarios for sustainable development.

- Course representative for “Sustainability Work and The Role of The Change Leader.”

School of Industrial Design, The Faculty of Engineering, Lund university Lund, Sweden
 Bachelor of Fine Arts, Industrial design August 2018 - December 2020
 Thesis project: Levitable - Upcycling of desks

Nyckelviksskolan Stockholm, Sweden
 Architecture and design August 2017- June 2018

Swedish University of Agricultural Sciences Uppsala, Sweden
 Biology and environmental sciences August 2016 – June 2017

Leadership & Volunteering

Hyper Island Stockholm, Distance
Course representative Distance, Sweden
 November 2024 – December 2024

- Participated in planning meetings and collaborated with Industry Leaders to adapt course modules to student needs.
- Responsible for practical preparations, scheduling, technical support for online lectures, and coordination with guest lecturers.
- Maintained communication channels, collected feedback, and facilitated key course elements to ensure clarity and improvement.

Project leader of introduction for Architecture and Industrial design at Lund university Lund, Sweden
 December 2019 – December 2020

- Planned and ran a five-week introduction program for 140 new students, with 80 volunteers.
- Collaborated with TLTH's 12-person team on a joint introduction program for 2,000 participants.

Board member at Architecture and Industrial design at Lund university Lund, Sweden
 December 2019 – December 2020

- Worked on policy development and improvement of the educational environment.

Board member Bridgework Communications Stockholm, Distance
 December 2014 – Now

- Participates in strategic discussions and development work within PR and communications.

Skills

Design

- Industrial design, service design, system design, transition design, design thinking
- User-centered development
- Workshop facilitation and stakeholder dialogue
- Systems thinking and change management

Sustainability

- Agenda 2030
- Circular economy, R strategies
- Ecodesign
- Frameworks and tools such as Doughnut Economics, FSSD, Backcasting, Future thinking, Berkana two loop model, The Funnel, Concentric framework etc.
- CSRD, ESG, double materiality analysis

Process, documentation and visualisation

- Procreate, Microsoft Office, Canva, Adobe Creative Suite, Miro, Figma, Wix

Languages

- Swedish: Native
- English: Professional
- French: Basic

Licenses

- Driver's license (Type B)

References

Can be given on demand