



## Duo Security, Design Thinking Internship

Duo Security, now a part of Cisco, is the leading provider of Trusted Access security and multi-factor authentication delivered through the cloud.

Duo's mission is to make security simple for everyone. We were born from a hacker ethos and a desire to make the Internet a secure place. We believe in empowering people to follow their passions inside and outside of the office and enable every employee to bring their whole self to work.

Our team is our secret weapon. We run the spectrum from artists to analysts, low-key to high energy, and bring together a diversity of skill sets, experiences, and perspectives to solve what we consider to be the world's most pressing geopolitical challenge — transforming the security industry as we know it. Together we build solutions that are easy, effective, trustworthy, and enduring. And that's why we are the most loved and trusted company in security.

### Design Thinking at Duo...

**Design Thinking (DT)** is mission-critical to empowering our teams to discover opportunities, define problems to solve, and explore novel solutions that customers love and trust. The successful candidate will have a ton of soft and practical skills to work closely with cross-functional teams. They will help teams distill complex problems with empathy and define a vision and strategy to shape the future of our products and services.

### In this role, you will...

- Assist with providing Design Thinking consultation, interviewing project sponsors, and coaching people on various Design Thinking methods
- Assist with planning Design Thinking workshops, translating project objectives into activities.
- Assist with facilitating workshops, encouraging collaboration, and helping people align on ideas or solutions
- Build scalable educational material and toolkits, as well as document and share case studies

### Experience you bring includes...

- Current undergrad or graduate enrollment preferred with a design focus or related field, or at least 1-year prior work experience performing user research, UX design, design strategy, or a related field

- Superb communication (written/visual/verbal) and collaboration skills, attentive to details, and comfortable with guiding groups through activities
- Understanding of the Design Thinking methodology, evidence of how you have applied it to previous projects
- Self-motivated, comfortable with ambiguity, and capable of working independently

### **Reasons you should apply...**

- You are a creative problem solver, passionate about facilitating collaboration that is deeply rooted in empathy to solve for our customer's needs
- You love working closely with professionals of various fields to deliver an exceptional user experience

### **Internship Details**

- You'll be working with teams based out of our Ann Arbor, MI and Austin, TX offices
- Program dates are May 24th - August 20th
- Roles are full time and 40 hours per week, Monday - Friday
- Generous pay and employee perks

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Duo is committed to cultivating and preserving a culture of inclusion and connectedness. We are able to grow and learn better together with a diverse team of employees. The collective sum of the individual differences, life experiences, knowledge, innovation, self-expression, and talent that our employees invest in their work represents not only part of our culture, but our reputation and Duo's achievement as well. In recruiting for our team, we welcome the unique contributions that all potential candidates can bring in terms of their education, opinions, culture, ethnicity, race, gender identity and expression, nationality, age, languages spoken, veteran's status, religion, disability, sexual orientation and beliefs.

And if this role is exciting to you, we encourage you to apply even if you don't meet all 100% of

the description or qualifications. Finally and most importantly, we are a proud Equal Opportunity Employer.