

Contact

London
07563823136 (Mobile)
driss.garbaui@outlook.com

www.linkedin.com/in/driss-el-gharbaoui-6ab760176 (LinkedIn)
www.drissgarbaui.co.uk (Portfolio)

Top Skills

Graphic Design
Music Production
Photography

Languages

Italian (Native or Bilingual)
English (Professional Working)
Arabic (Limited Working)

Certifications

User Experience: The Beginner's Guide
Become a UX Designer from Scratch

Driss El Gharbaoui

Operational Specialist at TikTok
Camden Town

Summary

I'm a UX/UI designer who made the transition into the industry from the customer service/risk management and graphic design in a lead online travel agency. Having matured an immense customer service experience and risk management under pressure when time is key, I have been able to use the transfer skill of empathy to help me build strong user-centred and business mind designs within my new profession. Making the career change into UI/UX design from the previous industry under the current COVID-19 pandemic, helped me to further understand that helping others with designing products that enhance people life and provides a superb ROI for the business, allows me to provide a very unique mindset that I believe would truly benefit any team. I'm currently seeking opportunities where I can use my strong skills of empathy and design to build powerful human-centred solutions as a UX/UI professional.

I love photography and my work focuses on capturing a moment in time, whether it's portraiture, lifestyle imagery, or just the perfect light and compose music for each picture when I think it needs that small touch of intimacy that music delivers to our soul.

When I'm not taking photos or producing music like volunteering at my local neighbourhood, exploring the world(with the permission of my bank account), watch tv shows, reading, meeting new people, paying bills, or spending time thinking about why the washing machine doesn't follow my instruction

Experience

TikTok
Operational Specialist
January 2021 - Present (1 month)
London, England, United Kingdom

Banzai Media S.R.L.

Freelance Writer

September 2015 - Present (5 years 5 months)

Milan Area, Italy

My duty is to create articles regarding technology based on the current trends.

crowdspring

Freelance Graphic Designer

September 2012 - Present (8 years 5 months)

London, United Kingdom

I'm with over 200,000 talented creatives from 195 countries work on crowdspring to deliver stunning projects for client.

Driss Garbaui

Freelance Graphic Designer

September 2012 - Present (8 years 5 months)

London, United Kingdom

Create Logo Design, Brochure, Flyers, Business Card and help the costumer to achieve their target audience.

Booking.com

1 year 8 months

Operations Specialist

June 2019 - November 2020 (1 year 6 months)

London, United Kingdom

-Liaising between guests and partners in both Italian and English to resolve medium to high complexity issues via phone, email and chat on various topics related to customer's and partner's requests.

- Solve business compliance

-Providing accurate, valid, and complete information by using the right tools and methods and processes.

-Ensuring a high level of customer service and positive guest experience

-Ensuring a high level of security by complying with GDPR policy for both customer

-Reaching set KPIs and expectations with regards to quality and efficiency

-Positively participating in company events and in team meetings and settings.

-Being part of projects and tests to ensure and maintain an excellent quality of service for customers and partners.

-Promoting the Booking.com culture and support the company values

-Do The Right Thing

Costumer Service Executive
April 2019 - June 2019 (3 months)
London, United Kingdom

Inditex
Sales Specialist
July 2017 - April 2019 (1 year 10 months)
Bond Street, London

ZARA U.K. LIMITED
Sales Specialist/Controller
July 2017 - March 2019 (1 year 9 months)
London, United Kingdom

I'm involved in assisting costumers at the shop floor helping them to find their item or a good alternative that fit their style and keep them up to date about our new collections. During the closing my duty is to count the money and find discrepancies and make sure all the delivery are ready to be shipped after closing.

Three.
Advisor
October 2016 - July 2017 (10 months)
London, England, United Kingdom

Help customers to select products that best fit their personal needs.

Offer exceptional customer service to differentiate and promote the company brand and build a strong relationship between the brand and the costumers. Personal and Teamwork to achieve the store target.

Education

CareerFoundry
UI/UX Designer, Graphic Design · (2020 - 2021)

Technical Institute "Giovanni Valle"
Graphic Design · (2006 - 2011)

Accademia Nemo
Graphic Design, Graphic Design and 3d Modeling · (2010 - 2012)

CareerFoundry

