

# Magda Glazewska

☎ 07400212515

✉ m.m.glazewska@gmail.com

🌐 <https://magdaglazewska.github.io>

Creative individual with background in design and engineering, passionate about design, technology, sustainability and challenging the status quo. I believe deeply that art and science are closely related and I am dedicated to exploring the intersections of these two fields. I appreciate simplicity and accessibility in design and always strive for these in my work.

## EXPERIENCE

### 2019-present Technical Support Specialist, Braze, London

I troubleshoot complex technical issues as well as provide strategic guidance to our clients. I have gained experience working with mobile platforms (iOS and Android) and REST APIs, as well as further developed my HTML and CSS skills. Within a few months, I have become a top performing team member, resolving the biggest number of client cases whilst maintaining high customer satisfaction score and making valuable contributions to our knowledge base by creating articles and internal process documents. In my efforts to improve our processes and product, I took an initiative to conduct the analysis of the past technical support queries and their resolutions to find common patterns and opportunities for improvement and established collaboration between the Product Development and Technical Support teams to tackle the common usability issues.

### 2018-2019 Senior Technical Support Specialist, Sphera, London

As a tier 3 support, I acted as an escalation point for level 1 and 2 support team members, as well as single-handedly managed the technical support cases, bugs and feature requests backlog for one of our biggest clients and led twice-weekly meetings with their team. I have also assisted the product team in improving the user interface and functionality of the varied suite of programmes as well as wrote technical specifications, user guides and internal processes documentation. Working with the UX design team, I have gained experience in wireframing, writing user stories and prototyping new features. This included a complete redesign of the custom form creation feature for our incident reporting suite.

### 2018 Software Delivery Graduate Trainee, SparesFinder, London

My role consisted of testing software as well as supporting the clients in using the sparesFinder programmes for data management. I have learnt to analyse and manipulate data with SQL and in Excel as well as gained understanding of different ERP systems and basics of project management.

## RECOGNITION

London Design Festival Exhibitor (2016)

## LANGUAGES

English - fluent  
Polish - native  
Spanish - basic

## TOOLS

Sketch  
Balsamiq  
InVision  
Jira  
Salesforce  
Rhino  
Autodesk Fusion 360

## PROGRAMMING

HTML  
CSS  
SQL  
jQuery

## SKILLS

User stories  
Wireframing  
User research  
3D modelling & printing  
Scrum  
Arduino

## EDUCATION

- |                  |  |
|------------------|--|
| <b>2020</b>      | <b>California Institute of the Arts, UI/UX Design Specialisation (online)</b><br><br>During this project-based course I learnt about the stages of the UX design process, conducted user research, defined project scope and information architecture, as well as developed sitemaps and wireframes. I have learnt about current best practices and conventions in UX design and applied them to create compelling screen-based experiences for websites and apps. |
| <b>2016</b>      | <b>American University of Paris, Summer School of Design</b><br><br>During this intensive short course, I worked on designing living systems for migrating population using experimental design techniques, such as design through performance and rapid model making.   |
| <b>2015-2016</b> | <b>Goldsmiths, University of London, MA Design and Innovation</b><br><br>My thesis entitled 'Open-Source Product Design' focused on a novel way of designing and distributing products as digital libraries, based on CAD and digital fabrication technology.  |
| <b>2012-2015</b> | <b>Queen Mary, University of London, BEng Medical Engineering</b><br><br>My engineering degree has given me the gravitas to work either independently or as part of a team whilst gaining excellent research and problem solving skills. My final project 'Design of a Syringe Pump for Microfluidics' comprised designing, building and testing a piece of laboratory equipment.  |

## INTERESTS

Photography  
Travel  
Literature  
Film  
Music  
Running