

EDUCATION

Voice User Interface Design
CareerFoundry (October 2019)

Frontend Development for UX Designers
CareerFoundry (Aug 2019)

UI for UX Designers Specialization
CareerFoundry (Jun 2019)

Certified UX Designer
CareerFoundry (Jan 2019)

BA Journalism and Communication
University of Belgrade, Serbia (Oct 2015)

Honored Erasmus Mundus Scholar
Associate Degree in Journalism, Political
Science and International Relationships
Vilnius University, Lithuania (2011 - 2012)

SKILLS

Comparative Analysis
User Research
Interviews & Surveys
Card Sorting
Information Architecture
Journey Maps
User Personas
Usability Testing
Wireframing & Prototyping
HTML & CSS
VUI Design
Sample Dialogs & Scripts
Multimodal Interfaces
Coaching and Mentoring

TOOLS

Adobe XD
Adobe Illustrator
Adobe Photoshop
Adobe Premiere Pro
AWS Lambda
Sketch
Proto.io
Axure PR
Balsamiq
Omnigraffe
InVision

INDIVIDUAL PROJECTS

My Citi Hunt | UX/UI designer
Scavenger hunt mobile app (2018-2019)

My Citi Hunt offers a personalized scavenger hunt designed to save travelers time spent researching their destinations.

Fitted | UI designer
Responsive mobile and web app (2019)

The goal of the app is to motivate people into an exercise routine that suits their level, schedule, and interests.

Daily Haiku | VUI designer
Amazon Alexa Skill (2019)

Haiku reader that reads out poems upon users' requests.

Quick Chef | VUI designer
Amazon Alexa Skill (2019)

Interactive skill that offers various recipes and step-by-step prep guidance.

Muh-REE-yuh GOH-loo-buh-vich

Marija
Golubovic

marija.golubovic.ux@gmail.com (718) 722 - 0988

EXPERIENCE

CareerFoundry | New York, NY
UX Design tutor (May 2019 - present)

Daily online interaction with students; review students tasks submitted through the CareerFoundry platform; suggest supplemental readings; portfolio reviews and checking for understanding of concepts

Time's Up! Environmental organization | New York, NY
Video Editor (Aug 2017 – 2018)

Created video reports and promo videos about East Village community spaces and gardens, with the focus on surrounding issues of sustainability

VIP Mobile | Belgrade, Serbia
Residential Contact Center Coach (Jan – Dec 2015)

IVR navigation | UX Designer

Successfully updated Interactive Voice Response solution by changing its navigation system, introducing additional useful features, and updating call flows. As a result, customer interaction with the IVR increased, as they gained more control over their accounts and the volume of inbound calls was reduced by 23%

Knowledge Base | UX/UI Designer & Project Lead

Collected, structured and organized all internal company processes and procedures into Knowledge Base, a CRM feature for Customer Service Agents, Sales and Field Agents

nCIS & Amdocs 2 CRM Sugar | UX Designer

Participated in software transition project, tasked with combining multiple Call Administration software programs and tools into one software program, which shortened both call administration and trouble ticket resolution time

Coaching & Training

Created weekly customer satisfaction reports by collecting and analyzing call data and customers behavior. Organized and conducted training workshops for Contact Center Agents

Residential Contact Center Agent (Mar 2013 – Jan 2015)

Received a High Performance award for exemplary work with inbound and outbound customer calls regarding their accounts, products and services