

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.

Marija
Golubovic

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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