

## Summary of Qualifications

Certified **UX/UI** Designer with freelance experience in graphic design and IT support. Strong focus on Interface Design, Information Architecture, Design Thinking, User Research, and Usability Testing. Passionate about **AI-driven innovation**.

- Developed three complete hands-on UX/UI projects, applying user research, persona creation, empathy mapping, user journey mapping, wireframing, and interactive prototyping gX

## Interactive Mobile Game for Self-Discovery & Career Planning (EBAC | 09/2024)

Designed an app mapping personality profiles (Big Five/OCEAN) to careers.

- Integrated **gamification** elements for higher **engagement**.
- Conducted qualitative/quantitative research, persona creation, and usability testing.

## SumUp + Pix Integration (EBAC | 07/2024)

Designed a Figma-based UI for integrating SumUp and Pix payment platforms, emphasizing:

- Fast, secure, and **user-friendly** transactions
- Usability, accessibility, consistency, and efficiency in design
- An **intuitive** navigation experience to optimize payment processes

## Skills & Competencies

- **UX/UI & Research:** **Design Thinking**, Double Diamond, User Research, Interviews & Surveys, Usability Testing, Data Analysis.
- **Design & Prototyping:** Wireframing, Interactive Prototyping, Responsive Design, Accessibility (WCAG), UX Writing, Design Systems.
- **Technical & Development:** HTML, CSS, JavaScript (Basic), Design Handoff (Zeplin, Figma), **AI** & Prompt Engineering.
- **Tools & Software:** **Figma**, Microsoft Office, AI Tools, Photoshop.
- **Collaboration & Strategy:** MVP Planning, Multichannel Integration, Strategic Presentation, Backlog Management, Workshop Facilitation.

## Professional Experience

### Freelancer (05/2021 – Present)

*IT Support & Graphic Designer*

- Performed hardware maintenance, OS/software installations and configurations, and provided remote/on-site tech support.
- Created custom merchandising graphics, image enhancements, and compositions—enhancing **design** skills and AI-assisted workflows.

### Services Assessoria e Cobranças (Supercell) (02/2020 – 04/2021)

*Bilingual Support Representative*

- Delivered outsourced bilingual support for mobile game users, improving the player experience with **empathetic** service.

### Inspidia Technologies (02/2019 – 12/2019)

*Support Analyst & Administrative Assistant*

- Analyzed banking systems and resolved issues for online/phone support, achieving high **efficiency** and customer **satisfaction**.