



Sonia Ouadhi

Digital | Multilingual

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[LinkedIn](#)

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Professional Profile

With a diverse background in customer service and front-end development, I thrive in creative, autonomous, and adaptable roles. My passion for UX research stems from my drive to bridge user needs with seamless digital experiences.

Technical and Language Skills

- **Languages:** French (native), Spanish (fluent), English (fluent), Catalan (intermediate), Italian (intermediate).
- **Tools & Technologies:** Figma, Shopify Liquid, Zepelin, HTML, CSS, JavaScript, Jest, Adobe Creative Suite, Jira, SAP

Professional Experience

EMAIL MARKETING & SUPPORT SPECIALIST

Actito - QNTM – Barcelona, Spain | 2023

Areas and tools: UI, API, Deliverability support, Zendesk, Jira, HTML, CSS

- LI Tech Support for both Actito and Qualifio in French, English and Spanish.
- HTML/CSS, JSON correction
- Processing and follow-up of tickets through the different internal ticketing tools.
- Support for the company's Webservices / APIs

GRAPHIC DESIGNER & DIGITAL MARKETER

MATIAS MASSO, S.A. – Barcelona, Spain | 2019 – 2021

- Designed graphics for digital and physical media and conducted SEO research.
- Managed product information via Excel, innovating processes to meet distributors' needs.
- Handled social media networking, public relations with influencers, and raffle organization.

ACCOUNT MANAGER

ETNIA BARCELONA S.L. – Barcelona, Spain | 2017 – 2019

DIGITAL CONTENT EXPERT (Google Play Store)

SELLBYTEL Group Spain – Barcelona, Spain | 2015 – 2017

CULTURAL MEDIATOR

Pandora Cinema – Achères, France | 2014 – 2015

Education

- UX Research - Google certification, in progress
- Visual Elements of User Interface Design - California Institute of the Arts, 2025
- Master Figma for Web Design - Udemy, 2025
- Front-end Angular Training – IT Academy, 2023
- Bachelor's Degree in Economics – Cergy-Pontoise University, 2012