

Beatrice Neacsu

UX/UI Designer

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0031 62 16 53 607

EDUCATION

B.S. User Experience Design

September 2019 - June 2022

The Hague University of Applied Sciences, NL

B.A. Journalism

October 2011 - July 2014

University of Bucharest, RO

SKILLS

User research and Analysis

Information architecture

Wireframing

Prototyping and Testing

Visual and UI Design

User-Centered Design

Creative Process

HTML / CSS

Adobe Creative Suite (Illustrator, Photoshop, InDesign)

Adobe xD

Figma

Processing

Sumologic

Languages

English

Full professional proficiency

Spanish

Full professional proficiency

Romanian

Native proficiency

EXPERIENCE

Enterprise CSA | Hootsuite

May 2018 - March 2019, Bucharest, RO

Customer Support Advocate (CSA) | Hootsuite

February 2017 - April 2018, Bucharest, RO

Build relationships with the clients by addressing questions and resolving issues through channels such as Phone, Screenshare, Chat and Email.

Research, adapt and provide help content (how-to steps, step-by-step screenshots, customized video tutorials).

Web and DTP Assistant | European Centre for Modern Languages

July - December 2016, Graz, AU

Digital savvy of the team - I took care of the ECML's multilingual website and the design of its publications, PPT presentations and other communication materials.

Online Community Manager | Valencia Activa

November 2015 - June 2016, Valencia, ES

Gave voice to the need to communicate, inside and outside the organization, by creating a social media strategy and being a link between employees, company and its public.

Communication Trainee | European Parliament

March - July 2015, Brussels, BE