



TIFFANY GOYVAERTS

UI DESIGNER · BERLIN, DE

ABOUT ME

UI designer with a hunger to create visually pleasing designs that are easy to navigate for every user.

CONTACT

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SKILLS AND TOOLS

- **Adobe XD**
Wireframing , Prototyping
- **InVision**
Prototyping
- **Usability Hub**
User testing, User Research
- **Photoshop**
Mock Ups, Photo Editing
- **Illustrator**
Designing Icons, logos

LANGUAGES

- **Dutch/Flemish:** Native
- **English:** Expert
- **German:** Basic

PROFESSIONAL EXPERIENCE

UI DESIGN FOR GAMES - BOOTCAMP

Online, Berlin DE, Jun 2020 - Aug 2020

- Sketching of a UI wireframe for a game-related concept, conceived from an own idea

HANDMADE JEWELLERY ECOMMERCE SHOP

Meraki Plugs, Feb 2017 - Aug 2018

- Creating my own jewellery from epoxy resin with e.g.: dried flowers

CUSTOMER CARE EXPERIENCE

CUSTOMER CARE AGENT, DUTCH

Sykes, Project: Klarna, Berlin DE , Feb 2021 - Present

- Review enquiries by clients through live chat and consult them about financial possibilities

SENIOR TECHNICAL PROCESS EXECUTIVE, DUTCH

Infosys, Berlin DE, Feb 2020 - Feb 2021

- Offered IT support over chat and phone to our clients to solve the issues at hand, with troubleshooting steps

CUSTOMER CARE SPECIALIST, DUTCH

Zalando Lounge, Berlin DE, Oct 2018 - Dec 2019

- Increased customer satisfaction by offering excellent customer support every day

CUSTOMER CARE

Samsung Electronics, Cambridge UK, Feb 2017 - Aug 2018

- Assist clients with their questions on site and explain in detail how they can avoid the issue next time

EDUCATION

UI DESIGN - CERTIFICATE

Careerfoundry, Berlin DE, Sep 2020 - Aug 2021

- 9 months of intensive UI design course and 3 months of intensive Frontend Development specialization for Designers course
- Designed multiple projects from research to high fidelity prototypes

PLAY DECORATION DESIGNER - DIPLOMA

SISA, Antwerp BE, Sep 2013 - Jun 2014

- Hand painting play decoration from a theme the teachers chose, by the beginning of the year

SHOP FRONT DECORATOR - CERTIFICATE

SISA, Antwerp BE, Sep 2010 - Jun 2013

- Decorating shop fronts with materials that were given to us