



Ana Filipa Maia

Digital Product Designer

+351 936 241 813
anafamaia@gmail.com
@anafamaia
Filipa's Town | Portfolio

Digital Skills



Languages

Portuguese ☐
English ☐
Spanish ☐

Certifications

IEFP
CCP 2024

Chunking Up
PNL Basic 2023

SheCodes
Introduction to Coding 2022

Hobbies

Swimming
Crafting
Building with Lego
Volunteer work

With a strong foundation in account management and customer service, I transitioned into digital product design, where I blend creativity with business understanding. I have experience in UX research, prototyping and interaction design, and I'm driven to create innovative experiences that make a real difference in people's lives.

Work Experience

Founders Founders

Digital Product Designer (Internship) Nov 2024 - Present

- Responsible for restructuring the Founders Founders website, managing the entire process from ideation to prototyping and development, ensuring alignment with user needs and business goals.

Freelancer

Design Thinking Workshop Facilitator 2024 - Present

- Planned and facilitated collaborative workshops focused on creative problem-solving and developing practical solutions.

Hilti Portugal

Account Manager Jan 2023 - Nov 2023

- Managed and expanded the current client portfolio.

Customer Service Representative Sep 2022 - Dec 2022

- Provided customer service via our in-app live chat, phone and email.

Voice of Customer Trainee Jun 2022 - Aug 2022

- Resolved issues and helped implement improvements.

Metalgalva

Technical Designer 2019 - 2022

- Designed metal structures in 2D and 3D.

SONAE MC

Administrative Assistant Nov 2018 - Dec 2018

- Updated the database for the new management system;
- Trained doctors on the functionalities of the new system.

NOS

Call Center Operator 2015 - 2018

- Retained clients and renegotiated contracts;
- Took responsibility for the team in the absence of the supervisor.

Education Background

FLAG

FLAGProfessional Digital Product UX/UI Design Jul 2024 - Present

CESAE Digital

UI/UX Development Jul 2024 - Present

Porto Executive Academy

Postgraduate degree in Business Creation and Development 2021

Instituto Superior de Contabilidade e Administração do Porto

Bachelor's degree in Management Assistance and Translation
2015 - 2018