



Ana Filipa Maia
UX/UI Designer

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anafamaia

Digital Skills



Languages

Portuguese

English

Spanish

Certifications

IEFP
CCP 2024

Chunking Up
PNL Basic 2023

SheCodes
Introduction to Coding 2022

Hobbies

Swimming
Crafting
Lego
Volunteer work

After thriving in the world of account management, I'm making an exciting career leap to design, turning my passion into my profession. My unique journey gives me a powerful mix: a deep understanding of business needs paired with a laser focus on user-centered design.

Work Experience

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.

Metalogalva

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 (ISCAP)

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