



Ana Filipa Maia
UX/UI Designer

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Filipa's Town

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

My experience in account management has sharpened my **business understanding** and now fuels my exciting transition into design. I'm passionate about crafting meaningful, **user-centered** solutions that combine **creativity** with a **strategic** touch.

Work Experience

Founders Founders

UX/UI Designer (Internship) Nov 2024 - Present

- Website restructuring combining UX/UI design with web development.

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

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