



Filipa Maia, UX/UI Designer

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Work experience

04/2025 - Present

UX/UI Designer

Iluni Software development in Braga

I lead the entire design process from user research and flow optimization to wireframes, UI design and developer handoff.

11/2024 - 02/2025

UX/UI Designer Internship

Founders Founders Scaleup incubator in Porto

Conducted UX research, redesigned the website to enhance usability and aesthetics, created wireframes in Figma, and collaborated with stakeholders to align the design with business goals while ensuring accessibility standards.

06/2022 - 12/2023

Voice of Customer → CS Representative → Account Manager

Hilti Portugal Construction solutions in Porto

Managed customer relationships, provided support and issue resolution, and gathered client feedback to drive service and product improvements. Responsible for account management, order processing and enhancing customer experience.

02/2019 - 05/2022

Technical Designer

Metalgalva Metalworking company in Porto

Developed 2D and 3D models of metal structures, including telecommunication towers and high-voltage poles, following engineering specifications and client needs.

05/2015 - 05/2018

Call Center Operator

NOS Telecommunications company in Porto

Managed customer retention, resolving issues and negotiating contract renewals to reduce churn.

Education

Especializado Digital Product UX/UI Design

FLAG 2024 - 2025

UI/UX Development

CESAE Digital 2024 - 2025

Business Creation and Development

Porto Executive Academy
2021, Postgraduate Degree

Management Assistance and Translation

ISCAP 2015 - 2018,
Bachelor's degree

Skills

Prototyping

Figma, Axure

Programming

HTML, CSS, Bootstrap,
JavaScript, Github

Additional

Notion, Miro, Adobe Illustrator
and After Effects

Languages

Advanced English and Native
Portuguese