



ANDREA PASTOR PALACIOS

Project Manager & Product Designer

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experience

Service Designer

Philips |
Netherlands

Oct 20 - Mar 21

- Responsible for supporting projects across business channels and applying design-led thinking, planning and leading workshops, testing and validating hypotheses, crafting end-to-end experiences.

Design Researcher

Service Design Tools
| Italy

May 20 - Jul 20

- Evolved the project with further research, content and initiatives.
- Interviewed Service Design and Circular economy experts to help expand knowledge for designers.

Project Manager

LIQUID | Perú

Oct 17 - Sep 19

- Manage web software development projects for one of the biggest financial institutions in Perú. Collaborate with cross-functional teams including UX, design, data and engineering to create features that meet business and user goals.
- Manage the relationship with clients and stakeholders, overseeing the strategy of the website and ensuring new proposals are built.
- Contributed to the development and improvement of the sales flow. Increased digital sales by 60%.

Co-founder

LikeHome | Perú

May 17 - July 19

- Lead and managed the design strategy. In charge of research, understanding the problem and creating solutions.

Project Manager

Tekton Labs | Perú

May 15 - Oct 17

- Manage web and mobile agile software development projects with a cross-functional team to deliver shippable products.
- Responsible for ideating the idea, creating design deliverables, collaborating with clients and overseeing the development process.
- Participated in a project that won the Peruvian entrepreneurship contest, "Peru Resiliente".

Inventory Management Trainee

Alicorp | Perú

Oct 14 - Apr 15

- Worked for one of the biggest fast-moving consumer goods company in Perú. Did data analysis to identify KPIs and insights, coordinated with providers to assure on-time, in-full deliveries.
- Automated several reports by learning and programming with VBA.
- Coordinated meetings and training for 100+ providers.

education

Politecnico di Milano

Italy

Oct 19 - Mar 21

- Master in Service Design. Graduated cum laude.
- Developed a final project based on a headphone-as-a-service company. Developed two service concepts to improve and expand the service.

Universidad del Pacífico

Perú

Jan 11 - Dic 15

- Bachelor with a professional title in Business Engineering.
- Worked on an academic consulting exercise for Sodimac, the biggest home improvement store chain in Perú. Developed a business plan to implement an Android sales application.

skills

Languages

Spanish	native
English	professional
Italian	basic
French	basic

Methods

User research, affinity mapping, storyboarding, journey mapping, service blueprinting, stakeholder mapping, wireframing, user flows, prototyping, usability testing, scrum, Design Sprints, value proposition, business model.

tools

Design

Sketch, Figma, Origami, Principle, Invision, Photoshop, Illustrator, Premiere.

Collaboration

Miro, Slack, Jira, Confluence, Basecamp, Trello

references

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