Dayana Clara Dos Santos Carlotti

Zellerstraße,12 97082 Würzburg – Germany
E-Mail: dayanacarloti@gmail.com | Phone: +49 176 2684 8856

PORTFÓLIO : https://www.behance.net/dayanacarlotti

A curious self-driven UX UI Product Designer. I especially enjoy understanding user behavior and helping people to understand the core problems and needs. My previous roles have taught me how to adapt to new complex tasks and how to collaborate in multidisciplinary teams.

AREAS OF EXPERTISE:

- User Interface
- Typography
- User Centered Design
- Front-end Development
- User Experience
- Design Thinking

WORK EXPERIENCE:

UX/UI Designer   Remote
UpWork (Freelance)   09/2022 – present

- Create a connection between the user and the service.
- Help companies improve customer satisfaction, improve user interaction, as well as boost your business growth and enhancement.

UX/UI Designer Trainee   Berlin, Germany
CareerFoundry GmbH   10/2021 - 09/2022

- Designing user-friendly interfaces and creating visual style guides.
- Practicing different user research methods and conducting usability tests.
- Training the fundamentals of UX/UI Design.

Problem Solver Instructor   Berlin, Germany
Amazon GmbH   07/2020 - 04/2021

- Trained a team of 15 members in the problem-solving department to increase the productivity.
- Monitoring performance indicators and developing procedures to ensure compliance with technical standards.
- Identification of process deficiencies.

Customer Service Support Specialist   Sao Paulo, Brazil
Decolar   05/2019 - 10/2019

- Discovered and interacted with potential customers to identify their needs and goals.
- Sales and Assistance in services of national or international tourist destinations.

EDUCATION:

UX/UI Designer   **Berlin, Germany**
CareerFoundry   10/2021 – 09/2022

- A rigorous guided course that teaches the methodology and skill set needed to effectively develop and launch high-quality, engaging, usable products.

Bachelor of Technology - BTech, Product Design   **Maringa, Brazil**
UniCesumar   2021 – present (distance)

- Focus: Product development, Creative process and User Centered Design.

CERTIFICATES:

- Front End Development for Designers – CareerFoundry (2022)
- Figma Course – Curso de Figma (2022)
- Emotional Intelligence - Conquer School (2022)
- Graphic Design – Austin Peay State University (2022)
- Enterprise Design Thinking Practitioner – IBM (2021)
- Mobile Marketing – FIAP (2021)
- UX Design: All about user experience – Udemy (2021)

ADDITIONAL SKILLS:

Languages:

- Portuguese (Native Speaker)
- English (Fluent in writing, speaking)
- German (Intermediate)

IT-Skills:

- Figma
- Adobe XD
- Adobe Illustrator
- Adobe Photoshop
- Adobe InDesign
- HTML – CSS – Javascript

PRIVATE INTERESTS:

- Visiting art galleries
- Drawing and painting
- Play musical instrument - Transverse Flute

ENGAGEMENTS:

International Volunteer   **European Union**
Worldpackers   2019 – 2020

- My volunteer work was specifically in Customer Services.

Team Leader | Flutist Musician Volunteer   **Sao Paulo, Brazil**
Brazil - SGI   1998 – 2012

- Flutist volunteer member and music classes for children and young people.