Diana Fridelova

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UX Designer

A multi-faceted artist with 10+ years experience in design and customer service who thrives in digital spaces and is passionate about craftsmanship. Connecting people to their playfulness, empathy and compassion with a multidisciplinary approach to collaborative work.

CASE STUDY

Experto
Careerfoundry / 2022
Performed hands-on research, design, testing phases, a summary of the results, and any recommendations for future improvements.

WORK EXPERIENCE

Conservation Technician
RLA Conservation Art+Arquitecture / Dec 2020 - Present

Performed hands-on technical work in the preservation and care of art and architecture as well as supported Conservators with cyclic maintenance projects, object handling and accompanying subcontractors on site.

Art Teacher (K-5th Grade)
Academir Charter Schools INC. / Dec 2019 - Dec 2020

Developed strategic planning systems that ensured the attainment of state learning standards as well as standards set forth by the school. Provided learning opportunities that support intellectual, social, and personal development of diverse learners.

Server/Trainer
Centurion Restaurant Group / Aug 2017 - Dec 2019

Prioritized the comfort of guests as well as providing the best service possible with food/beverage recommendations.
Opened one of Bulla's locations and trained incoming personnel to the desired standards of the company.

Costumer Service
Whole Foods Market / Nov 2014 - Nov 2016

Resolved customers' concerns and answered customers' questions while maintaining a positive attitude as well as calmly responding to costumers' complaints. Handled customer service desk processes and systems as well as cash handling.

EDUCATION

UX Design Certificate / 2022
Careerfoundry

B.F.A. in Sculpture / 2019
University of South Florida
Magna cum laude

LANGUAGES

Spanish
English
Slovak

SKILLS

User Research
Market research
Human-centered Design
User Personas
User Flows
Journey Mapping
Usability Testing
Wireframing
Prototyping
Product Design
Art handling
Costumer Service
Teaching

TOOLS

Figma
InVision
Axure,
Proto.io
Marvel
Miro
UserTesting
UsabilityHub
Trello