

Nataliia Dykun

UX/UI Designer

Customer-oriented UX/UI designer with the solid experience in IT field and travel industry. Specializing in user research, mobile applications' and website user flow technics and design optimization. Worked with up to 40 world top companies, solving over 500 technical issues per year including UX research and UI enhancements.

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WORK EXPERIENCE

Technical Support Engineer Resolve Systems

04/2018 – Present

Irvine, CA

Achievements/Tasks

- provide software customer support to companies all over the world
- work with installation/fixing of software, integrations of our product, creating customized UI for specific tasks
- customer experience research through direct interviews and survey results
- collaborative effort with Developers, QA, Engineering and Customer Success teams to create successful product

Customer Experience Specialist CIBT Visas

11/2015 – 12/2017

Chicago, IL

Achievements/Tasks

- assisted customers all over US and in Canada to prepare documentation to apply for visa or passport
- collected data through interviews, surveys and website analytics to improve customers' experience
- optimized website of the company, created ideas to be implemented for better customer experience (e.g. photo service with background and quality enhancement).

UI Designer/Content Writer AntTraveller LLC

10/2013 – 12/2016

Kiev, Ukraine

Achievements/Tasks

- wireframed and helped developers to code the company's website
- created the content for travel company Internet website and worked with maintaining social networks such as Facebook and Twitter(worked with company's posts and creating ads - up to 1000 per year).
- organized the working process (planning, collecting materials, filing database, working with Government organizations etc) just for few weeks since the company's foundation.

SKILLS

Sketch

Adobe XD

InVision

Photoshop

Illustrator

Balzamiq

Miro

HTML

CSS

Bootstrap

JavaScript

UX Research

Customer Experience

GoogleDocs

PROJECTS

PetBook: UX Research & UI Design of mobile application for traveling with pets [↗](#)

Sketch, Miro, InVision

BeeFriendly: non-profit website design and frontend development project. [↗](#)

Adobe XD, Photoshop, GoogleForms, InVision, HTML, CSS, JS, Bootstrap, VSCode

U.S. Department of Education responsive website redesign [↗](#)

AdobeXD, Photoshop, Illustrator, InVision, Miro, Maze.design tests

Non-profit website redesign case study - Freedom From Fear [↗](#)

Sketch, AdobeXD, Trello, Miro, Photoshop

CERTIFICATES

UX/UI Bootcamp at UCI Irvine (09/2019 – Present)

Red Hat Certified System Administrator (10/2017 – 10/2020)

EDUCATION

National Pedagogical University, Kiev, Ukraine

Master's Degree: Foreign Languages and World Literature

LANGUAGES

English

Full Professional Proficiency

Ukrainian

Native or Bilingual Proficiency

French

Limited Working Proficiency

Russian

Native or Bilingual Proficiency