



Gabriela Viana

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Hello! Nice to meet you.

I am a User Experience Designer located in Montreal, Canada. With 15 years of experience between full time and contract opportunities, I have been responsible for understanding, conceptualizing and implementing designs that translates in better experience to the users across the world. In my most recent position, I am also responsible to manage a talented team of designers and build the design vision for the next products.

Some accomplishments

As a designer, I have been:

- Improving the overall satisfaction of the users
- Applying responsive design for a complex application
- Creating and maintaining the design system
- Working in many projects simultaneously without missing a deadline
- Participating in several user interviews and making sure the team was solving the right problem
- Running sessions to create journey maps and task analysis
- Facilitating discussions with developers, product owners and other stakeholders
- Publishing three papers in UX Conferences in the last 5 years
- Applying WCAG Standards

As a manager, I have had the chance to:

- Run workshops and training sessions about Design Thinking
- Prepared DISC Workshops to help identify different team behaviours
- Keep my the team members motivated not only as a team group, but also helped them achieve their objectives
- Structured a new UX Department, promoted UX and Design Thinking with higher-management and other departments in the company,
- Created candidate evaluation process and hired new team members
- Created an onboarding process
- Improved the UX Processes by talking with stakeholders and other design disciplines
- Defined the team workload and make sure the team is not overworked
- Give on going feedback and performance evaluation
- Contributed to the selection of work tools with the team, how to collaborate and share work

Experience

Global UX Lead

OneSpan 2018 – Present

Interaction Design Associate Manager

Kronos 2018 – 2018

Lead Interaction Designer

Kronos 2013 – 2017

Interaction Designer

Kronos 2012 – 2013

Webdesigner

Kindo Communication 2010 – 2012

Principal Designer

Zapcare 2009 – 2010

Graphic Designer

UNIFACS 2007 – 2009

Web Manager

Colégio Integral 2005 – 2006

Marketing Assistant

Emtursa 2003 – 2004

Honors and Awards

Lauréat Plume D'or Internet Et Nouveaux Médias.

Site Internet De La Ville De Granby

L'ACMQ May 2012

Prix Élixir Bénévole de l'année

PMI-Montreal (Project Management Institute)

Nov 2011



Gabriela Viana

Education

Master's Degree, Industrial Engineering (Software Ergonomics)
Université de Montréal - École Polytechnique de Montréal
2013 – 2015

Diploma in Management, E-business
McGill University
2012 – 2013 (withdraw - half of the course was taken)

Certificate of Proficiency, English for Professional Communication
McGill University
2010 – 2012

Web Accessibility
Université de Montréal
2011 – 2011

Certificate, Design of Visual Communication
Universidade Salvador
2006 – 2007

Bachelor, Social Communication (Marketing and Advertising)
Universidade Salvador
2002 – 2006

Main tools

Sketch	<div><div></div></div>
Axure	<div><div></div></div>
Illustrator	<div><div></div></div>
InDesign	<div><div></div></div>
XD	<div><div></div></div>
HTML & CSS	<div><div></div></div>

Publications

Empirical study on the documentation phase in the human-centered design process
Jun 2018 - AHFE

The Practitioners' Points of View on the Creation and Use of Personas for User Interface Design
Jun 19, 2016 Theory, Design, Development and Practice Volume 9731 of the series Lecture Notes in Computer Science pp 233-244

Mobile Development using Web Technologies
Focusing on Games
Sep 24, 2013 ACM Digital Library

Courses & Workshops

Designing Thinking
YU Centric

Designing Unbiased Surveys for HCI Research
Hendrik Müller - Aaron Sedley - Elizabeth Ferrall-Nunge

Leading for Creativity
IDEO

Methods of Design Synthesis - Moving from Data to Innovation
Jon Kolko

Product Management for UX People
Laura Klein and Kate Rutter

Rapid Design Labs-A Tool to Turbocharge Design-Led Innovation
Jim Nieters Carola - Fellenz Thompson

The Glass Class: Designing Wearable Interfaces
Mark Billinghurst - Hayes Raffle

Thank you for taking the time.
I am looking forward to hearing from you.