

Janaina Pantoja
User Experience Designer

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► Professional Experience

2015 - present	UX Designer Consultant
2012 - 2014	Product Owner User Researcher - American Journal Experts Conducted user interviews and usability testing Developed customer relationship excellence Conducted competitive analysis and market research Collected and managed customer data to guide service development Moderated workshops on academic writing in international institutions Developed standards of quality assurance for the translation division Managed budget and staffing for the division
2011 - 2012	Team Manager - American Journal Experts Managed and coached a team of managing translators Managed localization and translation projects Developed recruitment strategies Developed and implemented effective work assignment distribution system Aligned cross-functional teams to provide a high level of service to customers
2010 - 2011	Managing Translator - American Journal Experts Performed website translation and localization Supervised and approved manuscripts of global researchers for submission to journals in various fields Edited academic papers written in Portuguese/English for phrasing and grammar

► Education

2015 - 2015	Thinkful Front-end web development
2014 - 2014	General Assembly UX design
2004 - 2010	Duke University PhD in Neuroscience

► Skills

Qualitative & quantitative research, UX strategy, user interviews, user flows, wireframing, prototyping, personas, usability testing, project management.

► Toolkit

Omnigraffle, Sketch, Keynote, Photoshop, Illustrator, Pixelmator, POP, HTML, CSS, Jira, Drupal and Trello