

**Karen Viana**  
Senior Product Designer  
+44 7392 901583  
krnviana@gmail.com

EXPERIENCE

**Sopra Banking Software**, Senior Product Designer  
Sep 2022 – Dec 2023 · 1 yr 3 mos · Dubai, UAE

- Implementing a comprehensive design system.
- Played a crucial role in the design team for iOS and Android mobile applications.
- Mentored junior designers, providing guidance and support to foster their professional growth.
- Actively sought feedback for continuous improvement, showcasing a commitment to excellence and teamwork.

**Thoughtworks**, Senior Product Designer  
July 2020 – Aug 2022 · 2 yrs 2 mos · São Paulo, Brazil

- Led design projects for global clients, including Lenovo (USA) and Typeform (Spain), providing expertise and guidance for successful outcomes.
- Facilitated a discovery workshop, crucial for adopting a user-centred approach.
- Conducted UX research and testing to enhance product usability and customer satisfaction.

**crossvertise GmbH**, Product Designer  
Feb 2016 – Apr 2022 · 6 yrs 3 mos · Munich, Germany

**UOL**, UX/UI Designer  
Jan 2014 – Nov 2015 · 1 yr 11 mos · São Paulo, Brazil

**Abril**, Web Designer  
Jun 2011 – Dec 2012 · 1 yr 7 mos · São Paulo, Brazil

**Reed Exhibitions**, Junior Web Designer  
Dec 2008 – Jan 2011 · 2 yrs 2 mos · São Paulo, Brazil

**GazetaEsportiva.com**, Web Design Intern  
Jan 2007 – May 2008 · 1 yr 5 mos · São Paulo, Brazil

CAPABILITIES

**Research & strategy**

UX research  
Product strategy  
Product discovery  
Design critiques  
Accessibility

**Design & prototyping**

Experience design  
Interface design  
Design systems  
Rapid prototyping  
Usability testing

**Collaboration**

Cross-functional collaboration  
Workshop facilitation  
Peer review and feedback  
Stakeholder management

EDUCATION

**Master's degree**

Digital Design and New Medias  
Centro Universitário Belas  
Artes de São Paulo

**Bachelor's degree**

Information Systems  
Universidade Presbiteriana  
Mackenzie