Luca Ferrari

Interaction designer

Contacts

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- **Portfolio**

Education

2024 - NOW | SUPSI - MENDRISIO
Master of Arts in Interaction Design

2014 - 2018 | UNIVERSITÀ DI MILANO
PhD Graduation in Computer Science

2010 - 2014 | UNIVERSITÀ DI MILANO
Master Graduation in Computer Science for Communication

2006 - 2010 | UNIVERSITÀ DI MILANO
Bachelor Graduation in Science and Technologies of Music Communication

LANGUAGES

Italian	Native language
English	C1
German	A2

Professional summary

Innovative UX Designer and Web Developer with a PhD in Computer Science and over 7 years of experience in **UX/UI research, web development, and digital accessibility**. Passionate about designing user-centric solutions, integrating AI/ML insights, and leveraging modern technologies to create **engaging and efficient digital experiences**.
Proven ability to lead **multi-disciplinary** projects, develop prototypes, and conduct comprehensive **user research**. Adept at working with **Drupal, Wordpress, and modern front-end frameworks.**

Publications

- https://air.unimi.it/cris/rp/rp34874

EXTRA

- Driving license: A/B
- Available for transfer both in the territory and abroad

Professional Experience

2022 - 2024 | 4EU+ ALLIANCE — UX designer/researcher | Project Officer

- Led the establishment and operations of the 4EU+ UX/UI office, overseeing the digital and web activities and user experience initiatives
- Coordinated the development of wireframes and prototypes for diverse web applications and websites, ensuring optimal user interface design
- Orchestrated comprehensive User Research activities, including online and in-person sessions, as well as workshops with students and key stakeholders
- Directed the conceptualization, development, and implementation of the 4EU+ Student Portal, enhancing digital accessibility

2017 - 2024 | ICT DIRECTION - UNIVERSITY OF MILAN — UX designer/researcher

- Managed development of new LaStatale News project (https://lastatalenews.unimi.it) and evolution of existing University of Milan website (https://unimi.it)
- Led usability and UX design initiatives, collaborating with internal team and co-designing with diverse user groups (students, staff, faculty)

- Oversaw content management, technical support, and editorial assistance for university website and thematic sites
- Conducted training sessions on various applications and IT services
- Provided technical support for Microsoft Teams and Office 365
- Served as ICT and Microsoft Teams support manager during ANVUR's evaluation of Italian Higher Education Quality Assurance system (March 2021)
- Designed and implemented hosting solution with pre-built sites based on institutional theme model, utilizing WordPress platform
- Performed data analysis on institutional website quality and usage:Configured and monitored Google Analytics and Google Tag Manager
  - Conducted accessibility, incident, and error monitoring
  - Oversaw SEO and quality monitoring using Siteimprove and Google Search Console
  - Generated periodic reports for local offices
  - Implemented error fixes as needed

2014 - 2018 | UNIVERSITY OF MILAN   PhD Student

PhD candidate in Computer Science in the field of Big Data management and real-time ETL processing:
- Developed a web platform for domain experts to analyze and process large-scale sensor data streams using Apache Kafka and Spark Streaming
- Implemented ETL operations including filters, spatial/temporal aggregators, and converters for real-time data analysis
- Utilized NoSQL databases like MongoDB for efficient storage and retrieval of processed results
- Applied expertise to diverse data sources including meteorological, traffic, and social media sensors
- Served as teaching assistant for Database Laboratory and Web Programming courses

2015 | NATIONAL INSTITUTE OF INFORMATION AND COMMUNICATIONS   Internship PhD Student
TECHNOLOGY — NICT, — KYOTO (JAPAN)

Internship at the Information Services Platform Laboratory involved the development of a user-friendly interface aimed at assisting domain experts in specifying ETL (Extract, Transform, Load) services.
This project focused on simplifying the extraction and combination of data generated by sensors, utilizing declarative networking principles to enhance usability for individuals without a technical background in network configuration. My work contributed to bridging the gap between application domain knowledge and the complexities of network setup, ultimately improving data integration workflows in sensor-based systems.

2012 - 2014 | UNIVERSITY OF MILAN   Research Collaborator

Domotics and Smart Home SpecialistContributed to the European Project SandS - Social&Smart, led by Prof. Bruno Apolloni
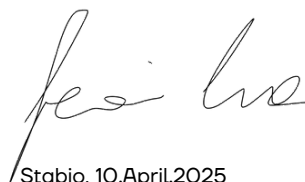- Developed innovative solutions for smart appliance coordination and control
- Designed and implemented web and mobile applications for household device management
- Integrated smart appliances into a social network framework, enhancing user interaction and device connectivity
- Conducted research on IoT technologies and their application in home automation systems
- Collaborated with international teams to advance smart home technologies and user experiences

Key skills

- **Web Development:** HTML, CSS, JavaScript, Bootstrap, WordPress, Drupal
- **UX/UI Design:** Figma, User Research, Accessibility, Wireframing, Prototyping
- **AI & Data Processing:** Machine Learning basics, LLM
- **Project Management:** Agile methodologies, Multicultural team coordination, Workshop facilitation
- **Digital Analytics & SEO:** Google Analytics, Google Search Console, Siteimprove

Technical skills

- **Programming:** JavaScript, HTML, CSS
- **CMS & Platforms:** Drupal, WordPress
- **UX/UI Tools:** Figma, Adobe Illustrator, Photoshop

Stabio, 10.April.2025