



# LUKA KOLESNYKOVA

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Hello, I'm Luka, a recent Marketing Communications graduate. My degree has given me a strong background for understanding customer needs and working efficiently within teams - skills which I strive to bring into my approach to customer service. I have a strong passion for all things technology and am enthusiastic about the ways tech can connect us together. I'm adaptable, flexible and love learning new things which makes me well suited to a fast-paced and ever-changing environment. People often come to me for help with their tech issues, and I'm known to be very patient and clear when guiding them to a fitting solution. I'm very eager to bring my skills and energy to the Retailer Customer Advisor position at Three!

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## EDUCATION

Falmouth University

**BA(Hons) Marketing Communications**

September 2022 - June 2025

Hereford College of Arts

**UAL Level 3 Extended Diploma, Creative Media Production & Technology**

September 2020 - June 2022

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## WORK EXPERIENCE

**System UX and Design Specialist @ flowmoco**

Aug 2024 - Jan 2025

- Delivered multiple client design projects independently under senior direction, producing developer-ready prototypes in Figma.
- Collaborated with their dev team within agile workflow and integrating feedback from weekly stand-ups.
- Worked on a week-long sprint redesign of flowmoco's site for sharing with future clients, conceptualised a new "weather view" feature for the MyCoast app and a full UI/UX refresh of the long-running KNEEGuru site while preserving their legacy content (which is currently live at [www.kneeguru.co.uk](http://www.kneeguru.co.uk)).

## CONTACT INFO

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## SKILLS

- Problem Solving
- Collaboration
- Divergent Thinking
- Strong IT Skills
- Adaptable & quick learner
- Flexible
- Self-motivated

## LANGUAGES

- English (Native)
- Russian (Conversational)