

CRISTINA GATTI

UX / UI Designer - Lisbon, Portugal

gatticristina99@gmail.com

PROFILE

- **Leadership:** experience in leading classes ranging from 5-15 students in martial arts while instilling discipline and encouraging an interacting and safe learning environment
- **Communication:** skilled in verbal and written communication while working as a customer service representative in a bank/financial environment
- **Collaboration:** solid team player with outgoing and proven skills in establishing relationships with colleagues acquired while working as a team member in a restaurant

EXPERIENCE

UX Designer - Entrepreneur Project

November 2021 - February 2022

- Initiated a job search project to help people find work in the easiest way
- Designed a user job search flow with 85% NPS for a responsive web design using Figma through 2+ rounds of user testing, sketching, wireframing and prototyping
- Managed the project to assure efficiency and quality delivery

Customer Service Representative at Ufficio Service

Sondrio, IT • March 2019 - February 2021

- Handled large amounts of inbound and outbound calls in a timely manner
- Wrote reports and had meetings with the manager to provide updates on project progress
- Identified customers' needs, clarified information, researched issues and provided solutions

SKILLS

- **Technical:** Figma, Adobe XD, HTML/CSS
- **Design:** Information Architecture, User Research, Wireframing, Usability Testing, Prototyping, Presentation, Design System, Responsive Web, Inclusive Design

EDUCATION

- **Google UX Design Specialization Certificate** *Coursera • February, 2022*
- **Meta Social Media Marketing Certificate** *Coursera • September 2021*
- **High School Diploma in Tourism** *Sondrio, IT • 2013 - 2018*

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