María Alejandra Pérez

UX / UI Designer

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UX / UI Designer with a background in engineering. My experience has taught me how to communicate with stakeholders, provide timely solutions for support incidences, and design processes that understand the customer's struggles and motivations. All of these lessons have inspired me and have made me focused on UX design.

PROJECTS

UX / UI Project at Ironhack
Stream Pals: app for SVOD services recommendations

- UX Research, IA, Interaction design, UI Design.
- Goal: Offer accurate recommendations for movies and shows streaming services.

UX / UI Project at Ironhack
FixVid: an E-learning app for home repairs

- UX Research, IA, Interaction design.
- Goal: Helping people perform house repairs while saving time and gaining independence.

EDUCATION

UX / UI Designer
Ironhack
12/2019 – 06/2020
Barcelona, Spain

Master's degree in Telecommunications Engineering
Universitat Politècnica de Catalunya
09/2014 – 02/2017
Barcelona, Spain

Electronic Engineer
Universidad Simón Bolívar
09/2007 – 12/2012
Caracas, Venezuela

LANGUAGES

Language	Level
Spanish	●●●●●
English	●●●●●
German	●●○○○
Catalan	●○○○○

SKILLS

Technologies & tools
Figma | Sketch | Invision | Marvel | HTML5 | CSS | Jira | Git | Zeplin

Soft skills
Problem solving | Adaptability | Coordination | Time management | Empathy

Hard skills
Prototyping | Design thinking | UX Research | UI Design | Interaction Design

WORK EXPERIENCE

Social & Beyond (Barcelona, Spain)
Software provider of Smart WiFi and proximity marketing

Lead Customer Support Engineer (05/2018 – 04/2020)

- Manage support team and helping clients with any issues regarding the performance and configuration of their access point and routers.
- Analyze, improve and maintain the company's operational processes.
- Homologation, troubleshooting and testing of hardware.
- Write technical documents related to the company products.
- Report, replicate and track bugs in the production environment.

Support and Presales Engineer (04/2016 – 05/2018)

- Analyze and design WiFi networks according to project requirements.
- Manage customers' project from contract signature to end of installation.
- Provide training and support to customers as required.