

# María Alejandra Pérez

## UX / UI Designer

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### About me

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.

### Education

12/2019 – 06/2020

#### **UX/UI Designer**

Ironhack (*Barcelona, Spain*)

09/2014 – 02/2017

#### **Master's degree in Telecommunications Engineering**

Universitat Politècnica de Catalunya (*Barcelona, Spain*)

09/2007 – 12/2012

#### **Electronic Engineer**

Universidad Simón Bolívar (*Caracas, Venezuela*)

### Projects

05-06/2020

#### **App for streaming services recommendations**

*UX/UI Final Project at Ironhack (UX Research, IA, Interaction design, UI Design.)*

Goal: Offer accurate recommendations for movies and shows streaming services.

**Other projects can be found at [mariaalejandraperez.com](https://mariaalejandraperez.com)**

### Work Experience

05/2018 – 04/2020

#### **Lead Customer Support Engineer**

*Social & Beyond (Barcelona, Spain)*

*Software provider of Smart WiFi and proximity marketing*

- 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.
- Report, replicate and track bugs in the production environment.

04/2016 – 05/2018

#### **Support and Presales Engineer**

*Social & Beyond (Barcelona, Spain)*

- Manage customers' projects from contract signature to end of installation.
- Provide training and support to customers as required.

### Skills

**Technologies:** Figma | Sketch | Adobe XD | Invision | HTML5 | CSS | Jira | Git | Zeplin

**Hard Skills:** Prototyping | Design thinking | UX Research | UI Design | Interaction Design

**Soft Skills:** Problem solving | Adaptability | Time management | Empathy | Listening

### Languages

**Spanish:** Native

**German:** Intermediate

**English:** Proficient

**Catalan:** Beginner