María Jesús Navarro Varela

navarrov.mj@gmail.com   (506) 8921-9043   UX Portfolio

Profile

Professional in Advertising Design with 10 years experience actively listening to customers in support environments who—combined with training in UX/UI and skills in assertive communication, problem solving, results orientation, and adaptability—focuses on delivering clear, functional, user-centered solutions that support an organization's strategic goals.

Experience

Customer Service Representative — Foundever
July 2023 – October 2025

– Build a structured snippet library integrated to internal CRM Knowledge Articles to reduce time response and increase operational efficiency
– Identified recurring user's pain points and escalated technical issues through internal tracking systems (JIRA) that contributed to product improvements.
– Analyzed user interactions on a high-traffic digital banking platform to identify friction points and usage patterns

Spanish Medical Interpreter — Language Line Solutions
November 2018 – July 2021

– Facilitated real-time communication between limited-English-proficiency customers and service providers to ensure accurate understanding that could affect critical decisions
– Processed complex information and determined accurate interpretations under time constraints to maintain precision in urgent situations.
– Adjusted communication approaches across diverse cultural contexts to prevent misunderstandings and preserve message intent, tone and meaning

Front-End Developer Intern — Pernix Solutions
August 2016 – December 2016

– Implemented responsive layouts for a logistics web application to ensure accessibility and usability across devices.
– Restructured code using the Model-View-Controller pattern in AngularJS to improve usability, maintainability, and scalability.
– Collaborated with developers and designers to meet project milestones and align technical implementation with user requirements.

Certifications

– Figma Basic Certification - 2025, Visual Thinking Academy
– Figma Advanced Certification - 2025, Visual Thinking Academy
– Professional specialization in Creative UX/UI: User Experience, Interface and Business Design - 2025, LCI Veritas, San José

Core Skills

Wireframing, Prototyping, UX Research, Affinity Designer Suite, Cross-functional Collaboration

Education

Bachelor's Degree in Advertising Design
Universidad Americana — 2013