



cenvdesign.com  
behance.net/cnietov  
niet0006@algonquinlive.com  
613 869 7229

## Education

**Diploma of Interactive Media Design**  
Algonquin College

2021 - Present

**Bachelor of Industrial Design**  
Universidad el Bosque

2016 - 2021

## Program-Related Skills

### Technical

- |               |               |         |              |
|---------------|---------------|---------|--------------|
| ○ Adobe CC    | ○ Figma       | ○ CSS3  | ○ Wordpress  |
| ○ Illustrator | ○ Premier Pro | ○ HTML5 | ○ Shopify    |
| ○ Photoshop   | ○ Adobe XD    | ○ PHP   | ○ Javascript |

### Hard Skills

- |                   |                  |                    |                          |
|-------------------|------------------|--------------------|--------------------------|
| ○ Wireframes      | ○ User research  | ○ Video Production | ○ User Experience Design |
| ○ Prototypes      | ○ Sketches       | ○ Video Edition    | ○ User Interfaces        |
| ○ Design thinking | ○ Visual mockups | ○ Web design       | ○ Photography            |

### Soft Skills

- |                           |                         |                        |                          |
|---------------------------|-------------------------|------------------------|--------------------------|
| ○ Effective communication | ○ Time management       | ○ Customer service     | ○ Emotional Intelligence |
| ○ Quick problem solving   | ○ Multi-tasking         | ○ Teamwork             | ○ Innovative thinker     |
| ○ Critical thinking       | ○ Interpersonals skills | ○ Willingness to learn |                          |

### Languages

- |                    |                     |
|--------------------|---------------------|
| ○ Spanish (Native) | ○ English (Advance) |
|--------------------|---------------------|

## Academic projects

### Sushi168

Website Re-Design

2022

- Re-designed a website for the restaurant Sushi168
- Identified priorities, target audience, and business goals
- Classified the user needs and goals
- Identified Personas, Journey map, and frustrations
- Sketched wireframes
- Built low and high-fidelity prototypes

### Icent

App Re-Design

2022

- Re-designed user flow of Icent App
- Acknowledged problem and found user needs
- Reviewed and analyzed information architecture
- Formulated a new user flow for the categories of the app
- Sketched wireframes
- Built low and high-fidelity prototype

- Understood customer requirements for the project
- Participated in focus Groups
- Lead quantitative and qualitative investigation process
- Implemented design methodology for Experience Design
- Created low quality prototype for user testing
- Analyzed testing results for final prototype
- Built final product and package

Other work related experience

Prepare food team member

Whole Foods

2021 - Present

- Provided excellent customer service, addressed the needs of customers in a timely and effective manner
- Handled calls daily, with duties including customers' inquiries related to the prepared foods, especially in the pizza area.
- Remained courteous and calm, even during moments of customer dissatisfaction, and rush hours
- Developed ability to work under pressure serving the customers and making their required preparations according to the designated area(Pizza, Chef case, Fresh pack and Hot bar)

Customer Service Associate

Sutherland

2021

- Handled customer inquiries of varying types in English and Spanish
- Required to be an active listener able to leverage probing question skills
- Provided excellent customer service, addressed the needs of customers in a timely and effective manner
- Demonstrated an ability to achieve objectives through metrics

Volunteer Experience

Brand Design - Workshop

Artesanias de Colombia

2019

- Participated in the Logistical support for Expo-artesanias fair
- Organized stands for expositors
- Developed daily activities for artisans
- Took photographic and media records
- Redesigned designated artisan brand (Woonan)
- Designed brand book and catalogue
- Created branding for Woonan brand

Product Design - Workshop

Artesanias de Colombia

2019

- Analyzed the brief for the design project with a team of 5 designers
- Executed the field research on the city of Bogota
- Participated on the design process through design thinking methodology (Qualitative research, Brainstorming, Mood boards, Sketch)
- Designed a 3D model for the project
- Created low and high fidelity prototypes

Volunteer Experience

Nico Vivanco

Assistant Store Team Leader

Nico.Vivanco@wholefoods.com

613-447-6239

Michael Rappoport

Prepare Foods Assistant Team Leader

Michael.Rappoport@wholefoods.com

613-601-8197