

Carolina Borlenghi

Junior UX/UI Designer

+61 0435 776 469

cborlenghi@outlook.com

cabodesign

carolina-borlenghi

ABOUT ME

Experienced in exceeding customer expectations through empathy and motivation seeking a **Junior position** to apply, develop and consolidate my skills in digital design and kick start my **career change**.

Background in customer service and office administration.

Based in **Melbourne** (Australia). **Open to remote**.

EDUCATION

Frontend Specialization CareerFoundry

Oct 2021 - present

- Learning the fundamentals of web development.

UX Design CareerFoundry

May - Sep 2021

- Project-based course where I learned and applied the fundamentals of UX and UI design by managing the project from ideation to hand-off while receiving feedbacks from mentors and tutors.

TOOLS

Figma Adobe XD Sketch

Miro Marvel Usability Hub

Optimal Workshop Balsamiq Webflow

HTML/CSS JavaScript

DESIGN SKILLS

User Research Competitive Analysis

User Persona User Journey Map

Card Sorting Wireframing

User Interface Usability Testing

Prototyping

DESIGN PROJECTS

Product Design CareerFoundry

May - Sep 2021

- Created a responsive web application called "Olive" to help people with diabetes manage and track their progress.
- End-to-end project started with user research and competitive analysis, iterating through customers' usability testing.

UX Design CareerFoundry

Apr 2021

- Designed a flashcards app called "Dictionapp" to help users learn and memorise new vocabulary.
- Learned and applied skills and key components of the design thinking process required for the UX field.

EXPERIENCE

Customer Service Lead @ Rehab Hire

Jun 2019 - Apr 2021

- Managed a team of 6 members, analysed their strengths and skills when delegating work, ensuring a sense of ownership, incorporating team building activities. This resulted in building a strong relationship between the team and reducing staff's turnover while making sure business goals and priorities were met.
- Redesigned original inventory stock list typically manually updated through verbal communications between team members which resulted in inaccuracies. Created a "live" digital inventory list, simplifying updates from 12 hours to 2 minutes, increasing accuracy and efficient communications.

Office Administrator @ GBM Resources

Mar 2015 - May 2019

- Streamlined company's organizational travel procedure by designing company's travel expense form resulting in fewer lost documents and receipts.
- Collaborated with an external graphic design company to update company website, aiming to attract investors and stakeholders.

Office Administrator @ Borlenghi Impianti

Mar 2008 - Feb 2015

- Renegotiated discount and payment options with suppliers, reviewed providers' agreements, establishing a solid relationship during difficult economic times. This resulted in managing to cost save €20.000,00 a month.
- Collaborated with external graphic design firm and oversaw company website, created a new streamlined design adding an easier to navigate contact page, increasing the number of web enquiries by 30%.