RADOSTINA ALEKSIEVA

Junior UI / UX Designer

Amsterdam, Netherlands
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Profile

Junior UI / UX Designer with a background in Psychology and Information Technology. My work experience in customer-facing technical roles has helped me built a connection to the customer and a deep understanding of user needs. I am passionate about creating designs that are as much usable as they are visually pleasing.

Additional Skills

- User Interface (UI) Design
- Wireframing & Prototyping
- Adobe XD & Illustrator
- Adobe Photoshop
- Sketch App, Figma
- InVision

Work Experience

Dec 2019 - Present

Booking.com
Amsterdam,
Netherlands

Connectivity Support Executive

- Supporting partners with implementing and using the Booking.com API
- Providing advice and troubleshooting technical issues via email and chat on a daily basis

Jan 2018 - Dec 2019

Softlayer, IBM
Amsterdam,
Netherlands

Cloud Support Engineer

- Supporting IBM Cloud's customers infrastructure via ticketing system and live chat
- Addressing issues related to the hardware, or virtual devices provided by IBM, as well as assisting with software installation
- Taking ownership of support cases and actively communicating with different departments of the company to resolve issues
- Participating in and creating trainings for internal products

Jan 2017 - Jan 2018

KUALO
Bulgaria, Remote

Linux System Administrator & Customer Support

- Assisting customers on a daily basis on all web hosting related questions including sales, billing and technical inquiries via phone, live chat and ticketing system
- Taking part in different side projects including product pricing analysis and development of HTML email marketing templates
- Documenting solutions in the customer and employee facing knowledgebase
- Writing articles for the company blog

Work Experience

Mar 2016 – Sep 2016

Paragon
Sofia, Bulgaria

Technical Support Representative

- Providing technical support via live chat for the Paragon's web hosting companies - TSOhost and Vidahost
- Addressing all types of technical and sales inquiries

Education

Sep 2021 – Aug 2022
CareerFounry

UI Design Pofessional Diploma
UI & UX design, Specialisation Front-End Development

2018 – 2022
Vrije University Amsterdam

Bachelor of Science in Psychology
Cognitive Psychology

Certifications

2016

UI Design Proffessional Diploma
CareerFoundry
Berlin, Germany

Skills

- User Interface (UI) Design
- Design Systems & Style Guides
- Mobile native & Responsive Design
- Wireframing & Prototyping
- Responsive Grids & Frameworks
- Mobile apps
- User Research
- User testing
- HTML, CSS and JavaScript

Languages

- English (Fluent)
- Bulgarian (Native)

Web

LinkedIn: https://www.linkedin.com/in/radostina-aleksieva-b430b6133/

Behance: https://www.behance.net/radostialeksie/

Website: https://raleksieva.com/work