# Sara Carvalho

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For over 7 years, I have dedicated myself to enhancing user experiences in the digital world, making it more accessible and user-friendly for people.
I have worked as a UI developer for 4 years before transitioning to UX Design, where I have been honing my skills in different areas such as Healthcare and Energy.

## Experience

### Talkdesk - Product Designer
May 2022 - now

- Solving problems analyzing user pain points and develop innovative solutions
- Conducting user research - user interviews and user testing - to gain deep insights into user behavior, preferences, and motivations.
- Analyzing user data to improve usability, find opportunities and make informed design decisions
- Presenting new ideas and reports to key stakeholders
- Creating wireframes taking into consideration user and business needs
- Making prototypes that provide a comprehensive vision for the final product
- Designing user-friendly and user-centred mockups
- Identifying and troubleshooting UX problems
- Leading innovative workshops and brainstorming sessions to encourage team creativity, foster collaborative problem-solving leading to breakthrough product concepts.

### Critical Software - User Experience Designer
February 2020 - April 2022

- Worked in a cross-functional product team following agile principles
- Designed interface elements with best practices in mind and applying UX principles
- Developed the design system and component libraries to enhance design consistency, scalability, and usability of the product.

### 4por4 Creative Agency - Frontend Developer
April 2017 - January 2020

- Developed fully functional and visually appealing websites with HTML, CSS and JavaScript.

### 4por4 Creative Agency - Web Designer Intern
July 2016 - March 2017

- Created website mockups
- Website development with CSS and HTML

### GEN - Frontend developer Intern
March 2016 - June 2016

## Education

### EDIT - UI UX Design Course
2018 - 2019

### UTAD - Communication & Multimedia Master Degree
2014 - 2017

### UTAD - Communication & Multimedia Bachelor Degree
2011 - 2014

## Skills

Figma, Sketch, InVision, Adobe Illustrator, Miro, Dovetail
HTML, CSS