

## **Yasmin Cardoso**

Vancouver, BC

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### **Personal Profile**

Aspiring UX/UI designer transitioning from a strong background in customer service and retail. Passionate about creating user-centered digital experiences using tools like Figma. Known for empathy, communication, and problem-solving. Currently seeking opportunities to apply design thinking in real-world projects.

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### **Education**

#### **UX/UI Design Diploma**

*Canadian College of Technology and Business (CCTB), Vancouver, BC*  
2024 – 2027

- Applied UX principles in real-world projects
- Created high-fidelity prototypes using Figma
- Conducted user research and usability testing

#### **Bachelor's in Systems Analysis and Development**

*Unisinos – Universidade do Vale do Rio dos Sinos, Brazil (Online)*  
May 2025 – expected 2028

- Coursework in software development, database systems, and programming logic

#### **Technical High School in Plastics**

*Instituto Federal Sul-rio-grandense (IFSUL), Brazil*  
2020 – 2023

- Focus on quality statistics, production management & entrepreneurship
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### **Professional Experience**

#### **Sales Associate – Stuart Weitzman, Vancouver**

Nov 2024 – Oct 2025

- Delivered tailored customer service in a luxury retail setting

- Maintained visual standards and client satisfaction

**English Teacher** – UPTIME, Brazil

*May – Sep 2024*

- Customized lessons for diverse learners to enhance fluency

**Receptionist** – Flex Academia, Brazil

*May 2023 – May 2024*

- Managed front desk, schedules, and client service
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## **Projects**

- **SAP Digitalization Portfolio Program**

*Aug – Dec 2022*

Worked on digital transformation projects using Scrum. Gained Java basics and teamwork experience.

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## **Skills**

- UX/UI: Wireframing, prototyping, usability testing, Figma
- Research: User interviews, journey mapping, personas
- Soft: Communication, adaptability, customer empathy
- Tech: Microsoft Office, basic Java
- Languages: Portuguese (native), English (fluent)