V R

VAIVA RIVAS

UX/UI Designer || Co-Organiser - Ladies that UX Amsterdam

Amsterdam, Netherlands

My designs tell stories for users and guide them towards achieving their goal: I love high-level ideation and hands-on design in equal measure. I enjoy working at the intersection of aesthetics, technology and business, continuously looking for opportunities to bring better ways of living our daily lives. I had a chance to join a couple of IT startups on early stages and take responsibility for shaping their products from scratch and significantly improve their UI and UX. I thrive in a flat, fast-moving organisation, using light-weight processes to have a significant and positive impact. I am also helping to grow Ladies that UX Amsterdam community where we advocate for diversity and promote female talent by giving women space for public speaking and support them in various stages of their careers. Our community is inclusive to all background, gender, age, race, and expertise. https://www.meetup.com/Ladies-that-UX-Amsterdam/

WORK EXPERIENCE

RELAY42

UX/UI Designer | May, 2017 – Current

Relay42 provides an advanced tag and data management software platform which enables online marketers to collect and manage valuable data fast, efficiently and across channels. I'm responsible for creating Design System as well as successful implementation of the new style. Alongside the change of the style, I am redesigning the flow of the existing modules of the platform and designing the new ones.

LADIES THAT UX AMSTERDAM

Co-organiser | Jan, 2017 – Current

I am helping to grow Ladies that UX Amsterdam community where we advocate for diversity and promote female talent by giving women space for public speaking and support them in various stages of their careers. Our community is inclusive to all background, gender, age, race, and expertise. https://www.meetup.com/Ladies-that-UX-Amsterdam/

KOLLEKT.FM

UX/UI Designer | Sep, 2016 – May, 2017

In close collaboration with a product owner and a developer, I do wireframing and I also create feel and look of our product's design. In addition to that, I conduct UX research and test clickable prototypes with users. At the moment I am designing the application that will be used by our clients and their music curators.

WINTON

IT Administrator | Apr, 2015 – Jul, 2016

Delivering IT support for company's employees; understanding their requirements and providing tools that enables them to complete their tasks in the best possible way. I've built a new joiner-mover-leaver process that was successfully implemented.

ROYAL BANK OF CANADA

IT Support Analyst | May, 2013 – Apr, 2015

On a daily basis I was providing IT support for RBC employees under ITIL standards in a timely and professional manner. Also I was involved in software procurement process, training staff and produced MI reports of Service Desk performance.

BARCLAYS TECHNOLOGY CENTRE LTD LITHUANIA

IT Support Analyst | Mar, 2010 – Mar, 2012

I was providing IT support for Barclays employees from all around the world. In addition to that I was closely involved in support model design processes of few applications and was coordinating their implementation. Also I was investigating customer experience feedbacks and responding to customer complaints, leading the team responsible for 120 agents' accesses to more than 100 applications. I have achieved grade A in my yearly performance which means 'Significantly above expectations'.

EDUCATION

VILNIUS UNIVERSITY

Master's degree in Public Relations/Image Management | Sep, 2008 – Jun, 2010

SKILLS

UX design	UI design	wireframing	prototyping	user testing
Sketch	InVision	Design sprints	Agile	Jira	Balsamiq

Airtable	Asana

CONTACT INFORMATION

Email: vaiva.rivas@protonmail.com
Telephone: 0615695693
Website: http://vaiva.me