



Viktorija Radčenko

UX/UI Designer

Port
folio

<http://viktorijenko.github.io>



vradcenko@gmail.com



+37066272359



Viktorija
Radčenko

I am a freelance WEB and Graphic Designer looking for an opportunity to join a company for a full-time position. I have 6 years of experience in sales and customer relationship management. An empathetic approach helps me understand user needs and goals as well as find user-centered solutions to problems. Can-do is my motto!

Work Experience

Freelance WEB and Graphic Designer

June 2022 - Present

UX/UI Design Intern, TietoEvry UAB

July - August 2022

Designing tasks from start to finish; conducting research, analysing competitors, creating user personas; collaborating with the business analyst in identifying problems and user needs; creating sitemaps; prototyping and testing with end users; presenting UI mockups and prototypes to developers; using an established design system; working in a cross-functional team using Agile/Scrum methods.

Fieldsales Executive, DHL Lietuva UAB

Jan 2020 - Sep 2021

Managing and developing the assigned customer territory mostly through F2F meetings; searching for new prospects and opportunities; negotiating and establishing customer contracts; monitoring customer performance, loyalty and business fluctuation while ensuring their needs are recognized and met.

Telesales Executive, DHL Lietuva UAB

Jun 2018 - Dec 2019

Assigned customer territory management and development; KPI and sales pipeline management using various CRM systems; consulting customers on day-to-day questions: price enquiries, claim handling, shipment tracking, operational issues.

Direct Marketing Executive, DHL Lietuva UAB

Jan 2017 - May 2018

Market analysis; marketing campaigns for ad-hoc clients; internal and external communication on new products and services; email marketing, newsletters.

Sales Lead Qualifier, DHL Lietuva UAB

Jan 2016 - Dec 2016

Outgoing calls, searching for potential customers; onboarding of new customers.

Education & Courses

Google UX Design Course , Coursera	September 2022 - Present
WEB Design, UX/UI course , CodeAcademy	Apr - Jun 2022
User Experience Design Essentials - Adobe XD UI UX Design , Udemy	Feb - Mar 2022
Digital Skills: User Experience , Accenture	Jan 2022
Introduction to User Experience Design , Coursera	
Law & Management , Mykolas Romeris University and University of Bordeaux, Bachelor's and Master's Degree	2009 -2016

Tools

Figma
Adobe Xd
Sketch
Adobe Illustrator
Adobe Photoshop
VS Code
Microsoft Office
Teams, Zoom, Slack
Jira, Asana, Notion

Skills

WEB design, Mobile design, Responsive Design
UX Research (interviews, surveys, competitive analysis)
User Flows, Site maps, Information Architecture
User centered design, Design thinking
Sketching, wireframing, prototyping
Visual Design: Style Guides, Iconography, Typography
Design systems
Basics of coding (HTML, CSS, JavaScript)
Product management according to Agile/Scrum

Languages

Lithuanian - native **English** - professional proficiency **Russian** - intermediate