

# VÍCTOR LÓPEZ

UX / UI Designer  
and Web dev

Through the means of  
**research**, I like to design with  
the ideal **persona** in mind.

My **Empathy** and **Curiosity** are  
my main assets.

## SKILLS

User Research  
Design Thinking  
HTML & CSS  
JS  
Responsive Design

## TOOLS

Sketch  
Figma  
After Effects  
Flinto  
Photoshop

## LANGUAGES

Native:  
English  
Spanish  
Catalan

## EDUCATION

### IRONHACK

UX/UI Design Bootcamp 2019 - 2020

6 month intensive bootcamp focused on UI/UX Design

Metodologies: Design Thinking, Design Sprint, Storyboard, Prototyping, Interviewing, User Research, User Centered Design, Affinity Diagram, Mind Map, Empathy Map, Lean UX Canvas, Card Sorting, Site Map, User Flows, IxD, Responsive Design.-

Technologies: Sketch, After Effects, Flinto, Figma, Adobe XD, HTML, CSS.

### UDEMY

Front End Web Development

Technologies: HTML5, CSS3, JS, BOOTSTRAP.

### UNIVERSITAT POMPEU FABRA

Political Science and Public Administration, 2010 - 2016.

*Thesis | Tax avoidance in Welfare States*

## WORK EXPERIENCE

### CUSTOMER RELATIONS EXECUTIVE - UK MARKET

*Booking.com, June 2019 - Actual*

Assisted UK customers with post rental queries by managing expectations, studying the relevant documentation and delivering a final decision to the customer.

Liaised with suppliers, partners and customers to reach fair and reasonable outcomes.

Achieved an extensive product knowledge in Customer Relation processes.