

VÍCTOR LÓPEZ

UX / UI Designer

Customer Centered Career

EN/ES/CAT

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

Empathy is the skill that defines
me the most as a human being,
therefore I can only design by
being Empathetic.

SKILLS

User Research
Design Thinking
Usability Testing
HTML & CSS
Visual Design
Responsive Design

TOOLS

Sketch
Figma
After Effects
Flinto
Photoshop

LANGUAGES

Native:
English
Spanish
Catalan

CONTACT ME!

+34690259919
vlopezgirones@gmail.com
<https://www.linkedin.com/in/uxvictorlopez/>
www.medium.com/@vlopezgirones

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.

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.

RESERVATIONS AGENT

Booking.com, February 2018 - June 2019