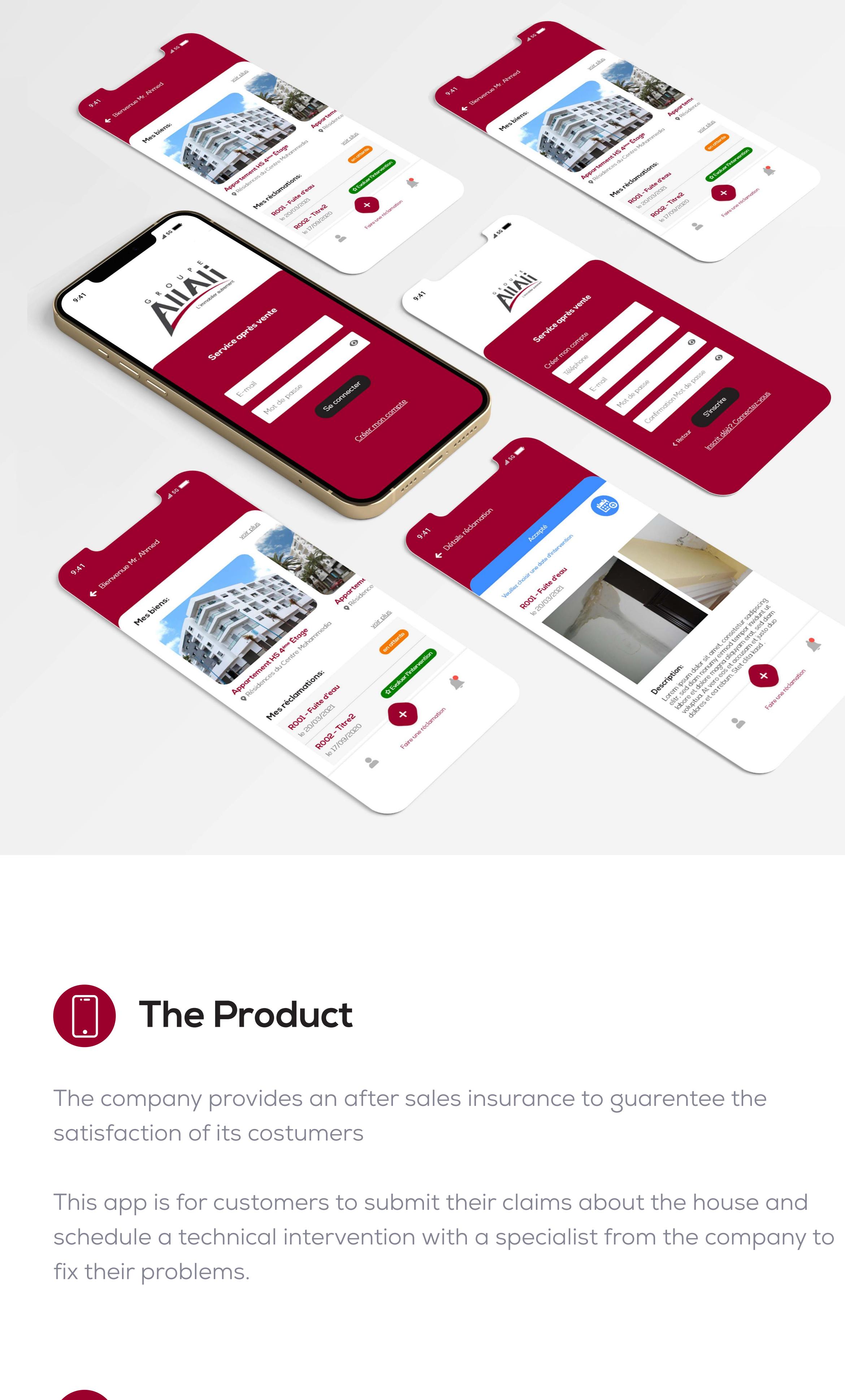


# Role: UI/UX Designer

## Duration: 2 months





# The Company

Founded in 1989, Alitalia Group  
domain of real estate in all its

# User Research Summary

I conducted interviews and created empathy maps to understand the users I'm designing for and their needs.

so they prefer a digital solu

A photograph of a whiteboard or paper with handwritten text and diagrams. At the top, there is a red horizontal line. Below it, the word "Page" is written in large, bold, red capital letters. In the center, there is handwritten text: "Date / /". To the right, there is a box containing the letters "AL". Below this, there are two more boxes: one labeled "Login" and another labeled "Sign in", with arrows pointing from the handwritten labels to their respective boxes. The background is a light gray surface.

The image shows a person's shoulder and neck area on the left, and a hand-drawn wireframe sketch of a mobile application interface on the right.

The wireframe sketch includes:

- A top navigation bar with five horizontal slots.
- A "Login" button and a "Signin?" label.
- A "Sign In" button.
- A large central box labeled "Home".
- A "Logo" icon.
- A section labeled "Vos Biens:" with two square icons containing horizontal lines and arrows pointing left and right between them.
- A section labeled "Vos Reclamations:" at the bottom.

A photograph of a person's hand holding a white card. The card has handwritten text in French. At the top, it says "Img" with a box, followed by an equals sign and a box containing "Rejeté". Below this, there is a small drawing of a house with a chimney. To the right of the house, the text "Réclamation 8" is written.

```
graph LR; A[Home logo] --> B[ ]; B --> C[Reclamations];
```

The diagram illustrates a process flow. It begins with a box labeled "Home logo". An arrow points from this box to a second, empty box. From there, another arrow points to a third box labeled "Reclamations". To the right of the "Reclamations" box, there is some handwritten text: "situation" above a box containing the letter "S", and below it, a box containing the letter "I".

A photograph of a person's right arm and shoulder, resting on a dark surface. In the background, a whiteboard is visible with handwritten text: "Inga" in the top box and "H" in the bottom box.

3

The image consists of three side-by-side screenshots of a mobile application. The first screenshot on the left shows a profile screen with a large circular placeholder image at the top, followed by four horizontal input fields with sliders below it. The second screenshot in the middle shows a large circular placeholder image with a small icon in the center, and the text "En cours de chargement" (Loading) below it. The third screenshot on the right shows a dashboard screen with a blue header bar containing the text "Mes demandes". Below the header, there are two main sections: "Mes billets" (My tickets) and "Mes réclamations" (My complaints). Each section contains a placeholder image, a progress bar, and some descriptive text.

driving the process

# User Personas

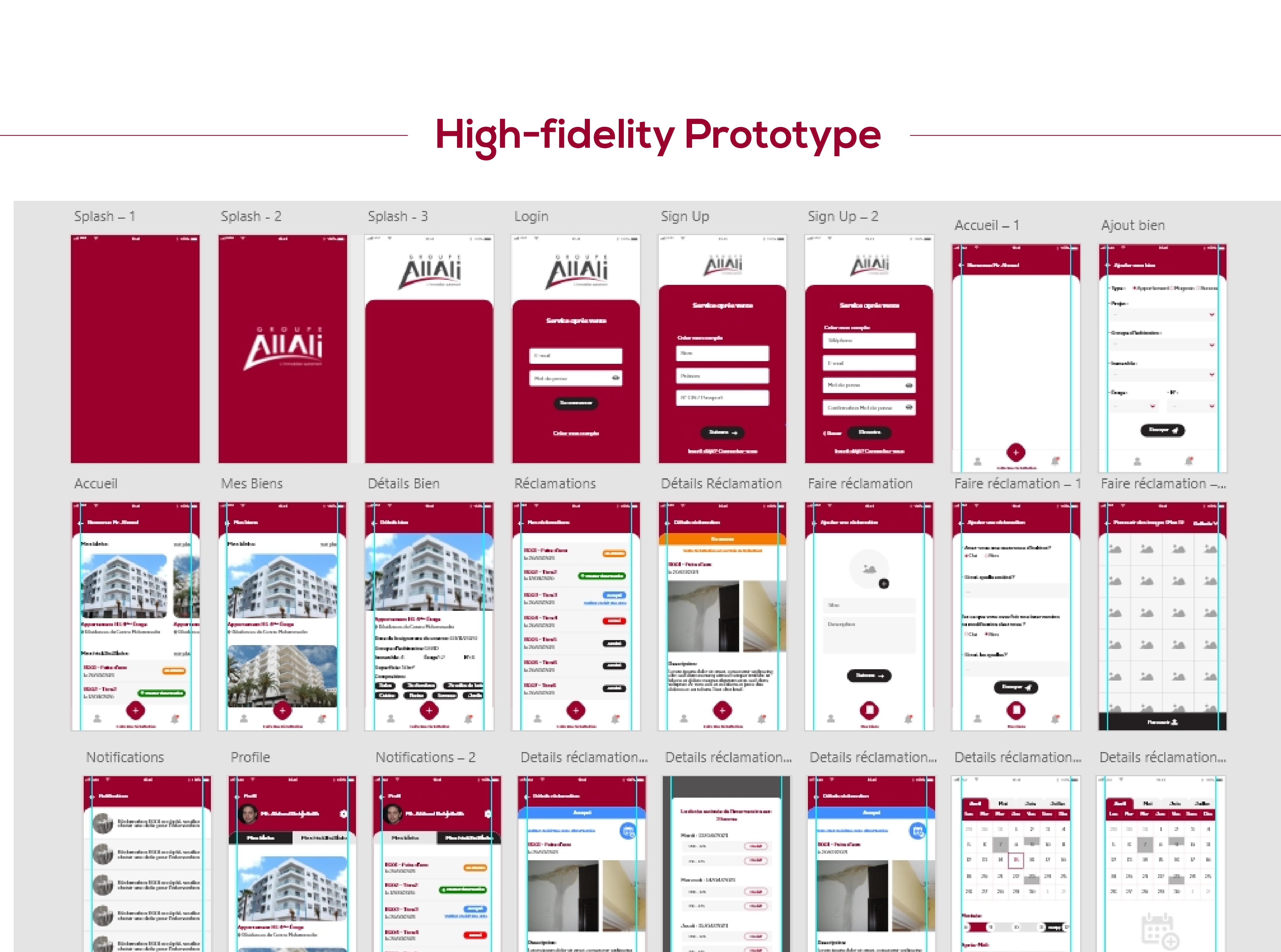
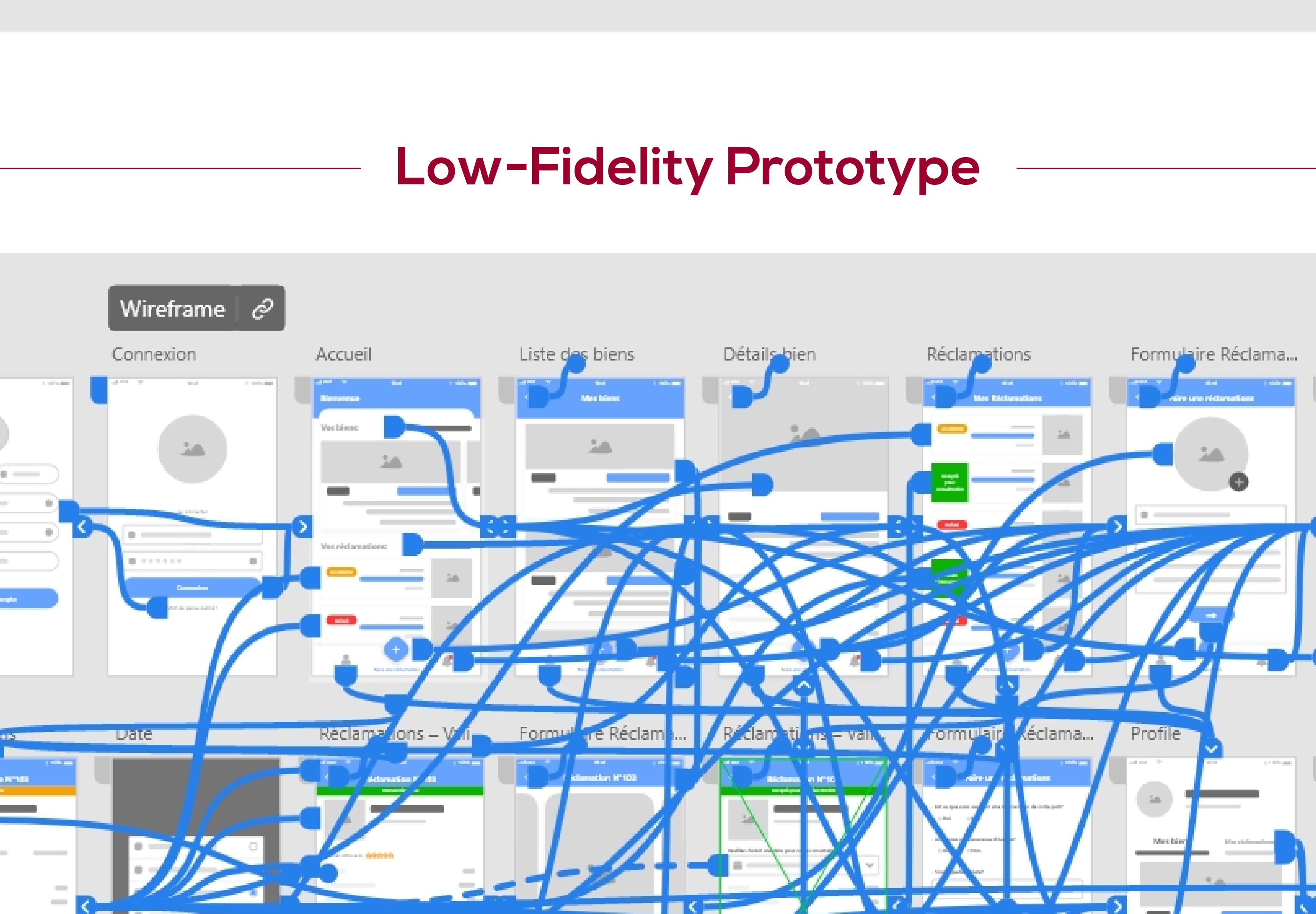
A portrait of a man with a beard and glasses, smiling. He is wearing a blue button-down shirt. The background is blurred, showing what appears to be an office or studio environment.

*"I prefer to do the most with my phone because of my tight schedule"*

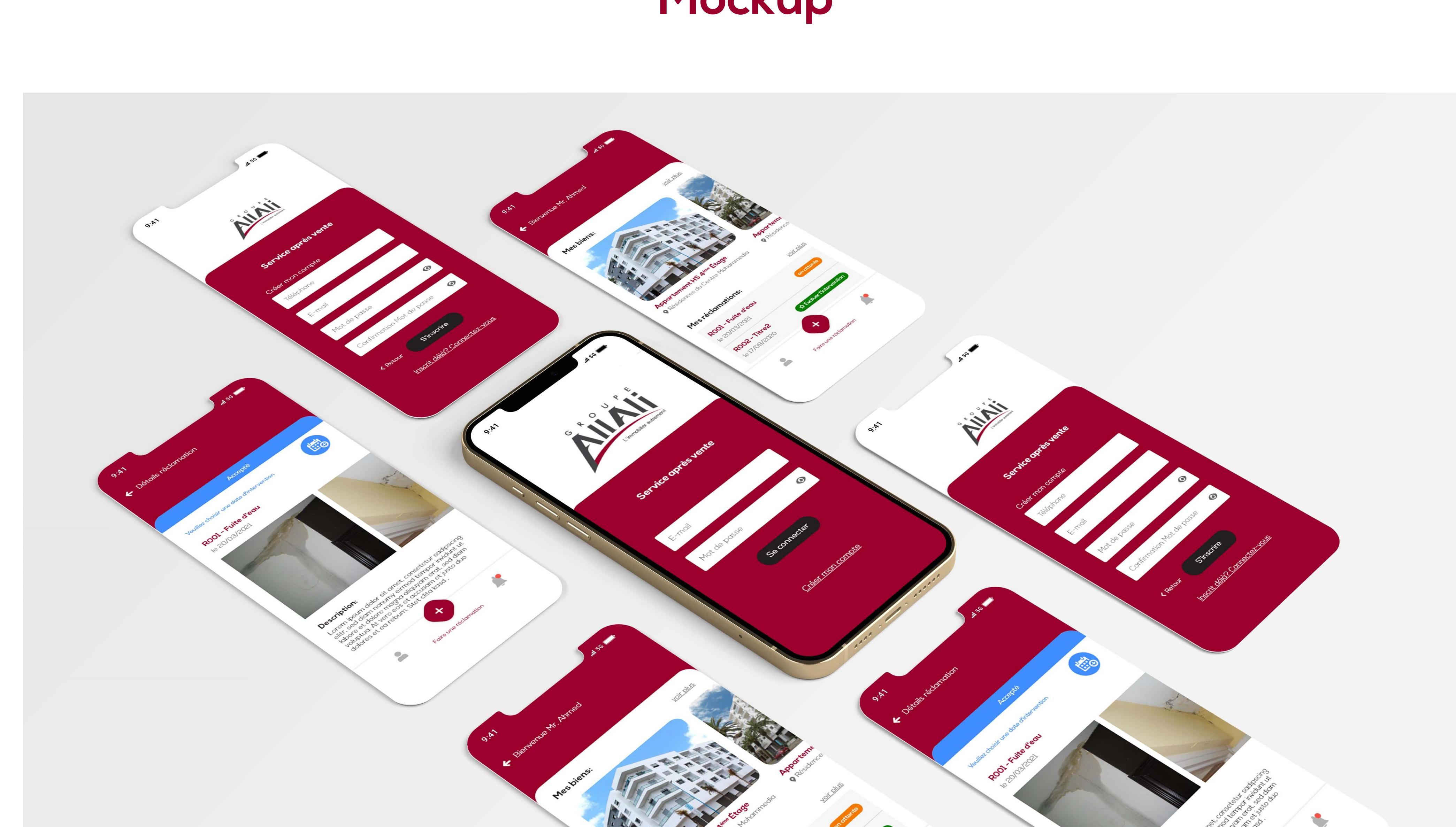
Hometown: Casablanca  
Occupation: Eye Doctor

# Wireframes

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w/46290186-0c4c-4



A close-up photograph showing the bottom edge of an iPhone 12 Pro Max. The phone is oriented vertically, with its gold-colored magnetic charging port visible at the bottom. To the left, a red MagSafe battery case is attached to the phone, featuring a battery icon and "5G" text. The red case has rounded corners and a slight shadow.