

# ARAVELLA LOUSTA

## UX DESIGNER

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Dedicated Computer Science graduate with a passion for creating simple and equitable products. My skill set encompasses technical proficiency of the User Experience Design field, as well as strong communication skills and a proven ability to thrive in collaborative agile environments. With a keen interest in creating intuitive and impactful user experiences, I am eager to leverage my technical expertise and design sensibilities to drive innovation.

### AREA OF EXPERTISE

UX Design	Prototyping	Accessibility	User Testing
FigmaPrototyping	Wireframes	Responsive Design	User-Centered Design

### PROFESSIONAL EXPERIENCE

#### Experience Design Engineering Intern, Pfizer CDI Jul 2023 - Dec 2023

- Worked alongside an agile team of 5 members in the development of a comprehensive Design System using Stencil, Angular and React.
- Gained hands-on experience in User Experience Design, with mentoring from senior designers.
- Assisted in Front-End Development, acquiring skills in Typescript, HTML and CSS.

#### Quality Assurance Analyst CX, Blockchain.com Aug 2021 - Jan 2023

- Supervised and trained 10+ Customer Service agents.
- Created training materials, suggested new strategies and procedures in collaboration with management.
- Implemented ambitious customer satisfaction goals, and better-enabled customer service staff members to effectively meet them.

#### Customer Success Agent, Blockchain.com Nov 2020 - Aug 2021

- Worked alongside a large-scale team to deliver aid to clients via Zendesk and livechat systems, giving detailed and personalized service to ensure customer retention.
- Achieved company-high quality score of 98.5%

### EDUCATION

#### Master's in Technologies of Interactive Systems 2024 - Present

Aristotle University of Thessaloniki

**Relevant Coursework:** Human-Computer Interaction

#### Bachelor of Applied Informatics, Faculty of Computer Science and Technology 2019 - 2024

University of Macedonia

**Grade:** 7.71

### ADDITIONAL INFORMATION

- **Languages:** English, German, Greek.
- **Certifications:** Google UX Design Certificate, Figma for UX Design, Scrum: The Basics, Data Protection and Privacy, Dignity and Respect in the Global Workplace
- **Awards in University:** Software Engineering Award (2021), Android Application Development (2022)