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Thessaloniki, Greece

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## SKILLS

Critical Thinking

Time Management

Project Planning

Communication

Design & Scale

## CERTIFICATES

Dignity and Respect in  
the Global Workplace

Sept 2022

Data Protection and  
Privacy

Nov 2021

Figma for UX Design

Oct 2023

Scrum: The Basics

July 2023

# ARAVELLA LOUSTA

## SUMMARY

Dedicated and self-motivated Computer Science graduate with a passion for UX design. My skill set encompasses technical proficiency as well as strong communication skills and a proven ability to thrive in collaborative 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 in the field of UX design.

## WORK EXPERIENCE

July 2023 - Dec 2023

Pfizer CDI | Thessaloniki, Greece

### Experience Design Engineering Intern

- Assisted in the development of a comprehensive library of UI components using Stencil, Angular and React.
- Gained hands-on experience in User Experience Design, as well as Front-End Development, honing skills in Typescript, HTML and SCSS.

Aug 2021 - Jan 2023

Blockchain.com | Remote

### Quality Assurance Analyst (Customer Success)

- 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.

Nov 2020 - Aug 2021

Blockchain.com | Remote

### Customer Success Agent

- 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

University of Macedonia

2019 - 2024

Bachelor of Applied Informatics

Faculty of Computer Science and Technology

Awards:

- Software Engineering Award (2021)
- Android Application Development (2022)