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 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 in the field of UX.

AREA OF EXPERTISE

Prototyping
User Research

Interaction Design
Wireframes

Accessibility
Responsive 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, as well as Front-End Development, acquiring skills in Typescript, HTML and SCSS.

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

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)