

employment **Business founder/ Service designer _ Travel Kid**

09/2021 - present

Building a customer centric brand and product, designed a comprehensive process to ensure customer needs. Developing a visually appealing and cohesive graphic design that aligns with the brand (e.g. incorporate color schemes, typography, and imagery that evoke the desired emotions and resonate).

Designer assistant _ Freelance

09/2020 - 10/ 2022

CX focus - implemented customer-centric approaches in social media content creation ensuring that customer needs are well addressed. Developed SM strategies - creating comprehensive social media strategies for clients, aligning their brand identity and business goals.

Marketing manager _ Upper Property

11/2017 - 05/2019

Designing visually compelling content for company materials, revitalizing company branding, including business cards, and enhancing brand image through effective marketing strategies.

Team Leader Ground Staff _ Baltic Ground Services

05/2015 - 09/2016

Supervisor with expertise in overseeing ground service operations, effectively directing team workflow, managing airport tools and programs for seamless check-in processes, and serving as a reliable backup for customer service.

skills **Tools**

Figma, Miro, Marvel, Canva, Adobe XD, WebFlow, Webwave, Hotjar, Google Analytics, Optimal Workshops

Hard skills

User experince, sketching/ wireframing, information architecture, prototyping, visual design, Design System, user research, branding design, scrum methodology.

Soft skills

Problem solving (required while organizing Travel Kid), team player, learn new tools quickly, good communication skills, creative (one step before customer needs on Travel Kid), open-minded, attention to detail while designing and leading Travel Kid.

education & **Software Development Academy**

courses 10/2022 - 04/2023

UX/UI Designer /172h/

University of Lower Silesia

10/2008 - 06/2011

International Relations

European Information Technologies Certification Academy

04/2023 - present

Artificial Intelligence

Udemy

Adobe XD