

Melania Castrillo | UX & Web Designer

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Alajuela

Summary

I'm a graphic and web designer focused on User Experience. Through many years of working in customer service, I have developed my project management and communication skills, as well as my understanding of user needs in the different environments in which they interact with businesses and products. I am a bilingual professional, very curious, hands-on, responsible, organized, and goal oriented. I have experience in creating content and generating proposals that solve problems for both internal and external customers. My objective is to continue generating value to businesses and people through the generation of well designed information systems that create memorable positive experiences to all users.

Skills

- UX Design and Research
- Stakeholder Management
- Microsoft Office Tools (advanced)
- Figma / XD (intermediate)
- Adobe Suite (intermediate)
- HTML5/CSS3 (intermediate)
- Web Design and Content Creation
- Scrum Master I
- Project Management
- Instructional and Visual Design
- English (advanced- C1)
- Portuguese (intermediate)
- Team Work
- Great Communication
- Adaptable
- Open to Dialogue
- Empathic
- Curious and Resourceful
- USA Visa / B1 License

Working Experience

Alkemio Lab | Web & UX Design

Mar 2019 – Currently

Personal web design, hosting, and UX design business focused on serving entrepreneurs and small business.

My responsibilities include:

- Project and stakeholder management throughout the full process.
- UX Research, definition, ideation, prototyping, testing, and hand-off.
- Wireframing, Mock ups, UI Design, Written Content Design, Graphic Design, Branding Design, Web Implementation.
- Educating customers in technologies, design, and useful business strategies.
- Communication, walkthroughs, and creation of educational resources for customers.
- General business management and customer care.

Amazon – ARI (TRMS) | Investigation Specialist

Sept 2020 - Currently

In charge of review buyer transactions and concessions request, ensuring all Amazon's policies are followed and no abuse or bypass is done. I have contributed with:

- Suggestions to improve core investigation procedures from a usability standpoint.
- Creation of instructional support material and explanations for my colleagues.
- Suggestions to improve the whole learning and onboarding experience for new staff.
- Volunteer in Women @ Amazon Design and Communications Team.

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The Stars Group (G.P. Services Intermedia)

Feb 2014 – Mar 2019 | Senior Fraud Investigator

Jul 2008 – Feb 2014 | Senior Customer Service Supervisor

In charge of leading the customer service team across offices and keeping SLAs. Acted as global contact point and global SME for colleagues and management. I developed multiple projects during my stay in each position, such as:

- Customer care and advocacy.
- Project management.
- Vast production of content for the predetermined responses and the procedures knowledge bases.
- Design and implementation of productivity optimization and efficient tool management strategies for our internal users.
- Procedure creation and optimization.
- Instructional design.
- Staff training and mentorship.
- Standardization of global procedures.
- Reports to stakeholders and people management tasks.

Education

FUNDATEC | 2019 – 2021 | Graphic & Web Design Technical Degree

Google – Coursera | 2021 (ongoing) | UX Design Professional Certification

CodeMinds | 2021 (ongoing) | Front-end Developer Course

Scrum.Org | 2020 | Professional Scrum Master I Certification (PSMI)

UCDavis – Coursera | 2019 | SEO Strategies

ICI-Coursera | 2016 | Project Management Fundamentals