



GAMAR MILANO

UI DESIGNER

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SKILLS

Technical: User Research, User Interface, Responsive Web Design, Sketching, UX/UI flows, mockups, Wireframing, Low to High Fidelity Design & interactive prototypes, Storyboarding, Usability Testing, User Interviews, Persona and Scenario Development, Web Application Development, Agile Collaboration, Customer Experience, Quality Assurance, Process Improvement, Training and Development

Design: Figma, Sketch, Adobe XD, Adobe Creative Suite, Balsamiq, InVision

Collaboration: Atlassian Jira/Bitbucket, Github, Miro, Trello

Programming Languages: HTML/CSS, JavaScript, Python, PHP

Web Frameworks: Django, Symfony, ruby on rails

Databases: MySQL

EDUCATION

UX/UI CERTIFICATE

The University of Texas AT Austin |
Jan 2020 - Jul 2020

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

Central University of Venezuela |
Sep 2009 - Jul 2015

WORK EXPERIENCE

UX/UI DESIGNER

Learnsity | Austin, TX | 2018 - present

Researched and prototyped the Learnsity website and application according to client needs. Align and design features for approximately 20 clients in Latin America.

- Decreased client's self-management 80% by redesigning the Learnsity management features, resulting in the renewal of the largest contract for the company with over 1,000 new subscribers.
- Boosted customer satisfaction 20% by testing and solving UI issues with an agile team that works directly with support, product owners, and customers.

CUSTOMER SERVICE MANAGER

Learnsity | Austin, TX | 2015 - present

Lead a team of 3 to ensure the best service experience for Learnsity clients before, during, and after the use of the learning platform. Oversee a client portfolio of approximately 20.

- Founded the customer service department, reducing client response waiting times 70%.
- Increased customer satisfaction 90% by introducing process definitions and client oriented programs.
- Generated 50 new leads in Latin America and North America by customizing data.
- Spiked productivity 90% by incorporating a new software for issues reporting called Jira.

FRONT-END DEVELOPER, QUALITY ASSURANCE & INDEXER

Dbaccess - Neuvo | Caracas, Venezuela | 2013 - 2016

Implemented visual elements for websites based on user needs. Translated mockups and prototypes into code, ensuring high-quality standards and brand consistency. Ensured the final product observed the company and user's quality standards, inspected activities, resolved problems, and delivered satisfactory outcomes. Developed scripts specialized to index large numbers of job descriptions worldwide to be displayed in the job search engine Neuvo to help users can find information quickly and easily.

- Awarded the "Detail-Oriented" accolade for augmenting customer satisfaction.

PROJECTS

DYNE | <http://dynechef.com>

UX/UI Designer | 2020-2021

Lead Dyne's user-centric design worked closely with a cross-functional team in order to deliver optimal business output while maintaining a high standard for the user experience.

SAPLINK | <http://gamarmilano.com/Saplink.html>

UX/UI Designer | Spring 2020

Networking is essential for growing your professional reach and potential. Saplink is looking to improve the way people make their networking connections by creating a resource that facilitates the process of genuine, face-to-face connections that'll get rid of the awkward, formulaic feel and make the experience enjoyable.

Tools: Figma, Adobe XD, Miro, Adobe Illustrator

BEEHIVE | <http://gamarmilano.com/BeehiveGM.html>

UI Designer | Spring 2020

Everyday millions of young women face the same problem: they stand in front of the closet and have no idea what to wear. With the redesign of the Beehive Boutique website I wanted to increase the amount of sales the store has, connecting the store with customers, and creating an innovative website that meets the expectations and needs of users.

Tools: Adobe XD, Miro, Invision, Adobe Illustrator