

kaueoliveiramcz@gmail.com • www.oliveirakaue.com •
<https://www.linkedin.com/in/kaueoliveiramaia>

SKILLS

- **Design thinking** - Solve problems by prioritizing the user needs: empathize, define, ideate, prototype and test.
- **UX Research** – Understanding the user with qualitative and quantitative research as well as surveys, interviews (moderated/unmoderated), define personas, affinity diagrams, card sorting, tree tests, A/B tests, usability tests, competitive analysis and heuristic evaluations.
- **Software, languages and tools** - Prototyping with Figma and Adobe XD, InDesign, Illustrator, Photoshop, Procreate, basic HTML and CSS, research with Miro, type form, Optimal Workshop, Mazy and usability hub.
- **Soft skills** – Problem solver, Empathy, storyteller, curiosity, flexibility, collaboration and teamwork.

WORK EXPERIENCE

Illustrator and User Experience designer • Freelance, Brazil, Europe. Oct 2008 - Present.
Planned and conducted user research and competitor analysis, interpreted data and qualitative feedback, and created user stories, personas, storyboards and illustrations. Determined information architecture and created sitemaps plus wireframes, prototypes and usability testing.

Content Moderator • Telus Barcelona, Spain. 2018 - 2022.
Reviewed thousands of contents and empathized with users. Applied different policies and guidelines. Teamwork, communication and collaboration with team managers and stakeholders in daily sessions to improve the workflow.

User Interface designer for “As Aventuras de Maria Bola” • IMA-AL, Brazil - 2019.
As Aventuras de Maria Bola. Publisher “Instituto do Meio Ambiente-Alagoas”.
Adapted three books of the childhood illustrated series "As Aventuras de Maria Bola" to a webpage with audiobooks. Created visual and interaction design from prototyping and testing until implementation.

Illustrator and Graphic designer for children's book • Publisher Moura Ramos, Brazil – 2017.
“Cade a Manchinha que estava aqui?”. Wireframe, low and high-fidelity prototype

Technical Support and Customer service • Google Hardware at Sellbytell, Spain - 2017.
Provide help and answers to users with technical issues by identifying the problem, searching for answers, and providing guidance. Support customers in the correct use of products and assessment of system problems on Google devices and the internet of things.

EDUCATION AND CERTIFICATIONS

UX Design Professional Certificate • Google - 2023.
Introduction to advanced webpages • Foment Formació, Spain - 2022.
Production of multimedia graphic products • Foment Formació, Spain - 2022.
Illustration Higher Grade Cycle • Escola Massana, Spain - 2013 - 2015.
BA Anthropology and Sociology • University Federal of Alagoas, Brazil - 2005 – 2011.

LANGUAGES

Portuguese and Spanish • Native or bilingual proficiency
English • Professional working proficiency