

DAVID ZAPATA

UX UI DESIGNER



After working for many years in Customer Service for International companies and in different countries, now I want to design meaningful experiences with the knowledge acquired.

I love to pay attention to details, that's why I like to be always updated with things around me and I never stop learning. Technology, art, cinema, music and design lover.

● CONTACT ME

+49 1520 488 7356

d.zapone@gmail.com

BERLIN

● SKILLS



● LANGUAGES

SPANISH	● NATIVE
ENGLISH	● FLUENT
GERMAN	● B1
FRENCH	● B1

● PERSONAL SKILLS



● PROJECTS

- Adding the function "Live + Streaming" to an existent app, in this case SoundCloud. Resesign of the App to include it.
- Redesign of the webpage of a Goalkeeping Academy to attract new customers as well as to add new functions.
- Editorial design for a specific User Persona. Development of the iOS/Android, Tablet and Webpage version.
- Design of an App to track the daily intake of Micro and Macro nutrients for people that needs to control their diets.

● EDUCATION

AUG 2021	UX UI BOOTCAMP
OCT 2022	IRONHACK CAMPUS BERLIN. •User-centered design, UX research, information architecture, wireframing, prototyping. •Design Thinking Methodology, Agile framework. •Usability evaluation and site redesign. •Atomic design, visual design, user-interaction design. •Usability evaluation, site redesign. •Projects development with real Stakeholders and companies. •Collaboration with Web Developers in order to make a common project.
SEP 2008	DEGREE IN LABOUR RELATIONS AND HR
MAY 2011	UNIVERSITY OF MURCIA (SPAIN). University Degree with subjects like Laboral Law, Administration of HR, Psychology in HR, Social Security, Economy, Statistics applied to HR and Laboral risks prevention.
SEP 2008	MASTER IN TEACHING, Speciality: Training and Career guidance.
MAY 2011	UNIVERSITY OF MURCIA (SPAIN).

● WORK EXPERIENCE

NOV 2021	CUSTOMER CARE SPECIALIST, ZALANDO LOUNGE (Berlin, DE)
NOWADAYS	•Handling requests of customers by phone, email and chat mainly in English. •Dealing with orders directly with the logistic partners. Management of stalled orders. •Daily use of SalesForce program to manage requests and queries. •Assistance to the Copywriting Department for marketing and creative translations.
DEC 2019	CUSTOMER ADVISOR, Equatex Global (Berlin, DE)
DEC 2020	•Attention to client's queries and preparation of appropriate responses to their different requests. •Advice on our online platform for managing stock exchange plans and execute stock operations on their behalf. •Office administration tasks; document classification, use of JIRA, file management and coordinated work with other departments.
AUG 2016	OFFICE MANAGER, BARM (Region Of Murcia, ES)
MAY 2019	•Office administrator. •Administration and logistics in the different periods of food reception. •Graphic design, web development and maintenance of the webpage of the company.
JUN 2015	QUALITY CONTENT ANALYST, Accenture (Warsaw, PO)
JUL 2016	•Making decisions according to the defined Policies and Procedures. •Responding to contacts from users within the agreed time lines and quality standards. •Enforcing Terms of Use by carefully monitoring reports. •Interfacing effectively with other internal teams and with the client. •Processing client data in the established date.



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