

# Carolina Cachada

## UX / UI Designer



I believe in empathy, beauty and reasoned choices. I have 7 years of experience in user research, and I'm an award-winning problem solver, recognized for the best UX design project at Ironhack, where I recently completed a bootcamp and gained hands-on experience in **wireframing, prototyping, and interface design.**

I am a fast learner with a passion for enhancing user experiences and tackling challenges through innovative solutions.

## Education

### 2024 **Bootcamp, Product Design - UXUI**

2023 - *Ironhack, Lisbon, Portugal*

- Developed four projects within 6 months, following tight deadlines and goals;
- Awarded the Best UX Project at the bootcamp.

### 2022 **Master in Modern & Contemporary History**

2019 - *University of Lisbon, Portugal*

- Conducted in-depth research and wrote a dissertation based on the Gestalt principle.

### 2018 **License in History; Teaching Specialization**

2015 - *UNIRIO, Rio de Janeiro, Brazil*

- History degree with major in teaching;
- Studied and did internship in subjects as: Education's psychology, Didactics, Teaching methodology, etc.

## Experience

### 2025 **Fraud Prevention Agent to Apple**

2021 - *Teleperformance - French Market*

- Conducted user research to collect and analyze order data, ensuring coherence and accuracy;
- Performed user interviews to verify information reliability, enhancing customer trust and experience.

### 2021 **Customer Service to Apple**

2020 - *Majorel - British Market*

- Delivering excellent customer support to customers and couriers;
- Providing fast and empathetic support to customers during critical moments.

## Languages

Fluent **English / French / Portuguese / Spanish**

Inter-mediate **German**

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## Last Projects

[Veganistik](#)

[H.Appy](#)

[Spotify](#)

## Tools & Technologies

Adobe Creative Suite; Trello; Webex; CSS; Figma; HTML; Notion; Google Workspace; Procreate; Microsoft 365; Generative AI; Social Media

## Design Skills

User Research; Agile; User Testing; Ideating; Prototyping; Benchmark; User-centered Design; Design Systems; Responsive Design; Interface Design; Design Thinking; Webflow Information Architecture; Wireframes

## Soft Skills

Teamwork; Excellent communication skills; Organizational skills; Project management; Budgeting; Problem solving;