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hard skills

Adobe Photoshop (10+ years)
Adobe Illustrator (2+ years)
Adobe Dreamweaver (10+ years)
HTML, CSS (8+ years)

Mobile usability
Social Media Marketing
Email Marketing
WordPress
Sketch
OmniGraffle
iMovie
JavaScript
PHP
MySQL
Bootstrap 3
Persona creation
Responsive Design
User Centered Design
Interaction Flows
Wireframes
Visual Mock-ups
Copywriting
CMS
Opensource
Attractive Marketing
Network Marketing
MSOffice

Windows
Mac
Unix

ILARIA DI CAMILLO

UI / UX DESIGNER
WEB PROJECT MANAGER
CUSTOMER SERVICE VETERAN

Profile

Energetic **Senior UI Designer**, skilled in **User Centered Experience**.

I am ready to start my journey as **Web Project Manager**.

I am an expert in **Web Marketing, Customer Satisfaction** and **Usability**.

I have more than **15 years of experience** as Web Designer and Developer.

Exceptional communication, time management and problem-solving skills.

Quick learner. Always curious. Proficient in three languages.

Areas of expertise

UI/UX DESIGN

- Acted as a liaison between technology team, customers and subject matter experts to establish requirements and determine user needs.
- Defined navigation, user workflows and layouts focusing on usability.
- Developed wireframes, interface mock-ups and page prototypes.
- Produced graphic user interfaces for desktop browsers, tablet and mobile devices.
- Presented design solutions and usability research to executive team.

WEB PROJECT MANAGER

- Experienced team management in multiple projects.
- Trained my team from scratch for network marketing success.
- Prepared and presented timely status reports to upper management.
- Participated in designing, planning, building and testing different projects like RomaOnline, Opsonline Community.
- Provided daily briefing to my team to motivate, inspire and support.

CUSTOMER SERVICE VETERAN

- More than 2 years in retail as a technician, working in Italian, English and French.
- Trained to use "positive language" and to be a calming presence for my customers.
- Skilled in time management, patience and attentiveness.
- Goal oriented focus and ability to work under pressure.

soft skills

Analytical thinking and planning
Strong communication
Accuracy and attention to details
Organization and prioritization
Problem solving
Team leadership
Tolerant and flexible to different situations
Positive mindset
Clear communication skills
Time Management
Ability to work under pressure
Patience
Attentiveness
Acting Skills
Ability to handle surprises
Persuasion skills
Tenacity
Closing Ability
Willingness to learn

languages

Italian
English
French

education

Liceo Linguistico Europeo
Secondary High School – Modern Languages
Copywriting & Writing
scrittura.org
Copywriting For Business
scrittura.org
Social Media Marketing 2017
SO ME Academy
Project Management
Udemy
Web and eCommerce
User eXperience Design
Udemy
Creative Response Design
Udemy
Design for engagement
Udemy
Attractive Marketing
BossBeauties Academy

FACEBOOK.COM/ILARIADICAMILLO



TWITTER.COM/LAJANON



INSTAGRAM.COM/LAJANON



PINTEREST.COM/MAMMAINCANADA



Experiences

TECHNICAL SPECIALIST – APPLE STORE (2011 – present)

- 100% satisfaction scored based on my customers' feedback.
- Ranked in the top 5 in my store for appointments made.
- Certified Apple technician
- Repairing relationships in three languages

COMMUNITY ADMIN - OBIETTIVO PSICOLOGIA (2001-2015)

- Supervision of the moderation team
- Planning of events for the community
- Created the infrastructure for the entire community experience
- Customer support via chat and email

WEB PROJECT MANAGER – DESIGN – DEVELOPER

ILARIA WEB DESIGN (1997 – present)

UNBIT (2010)

XOOLAB SVILUPPO (2009)

VISUAL'THINK (2008-2009)

SIRIO@SERVIZI (2005-2008)

SRD-ISP (1999-2001)

- Collaborated with clients to generate web content to meet their needs.
- Developed logos and user interfaces for local business and no-profit
- Consulted with client to outline website goals, illustrate wire frame, and site functionality
- Developed a user-friendly architecture by programming site navigation, social media links/widgets, and organizing site content into a logical catalog
- Wrote About Page biography, designed and shaped graphics, corrected image problems, and formatted company logo for the Web
- Validated site by testing JavaScript, Flash, CSS3, and HTML5 codes to ensuring cross-platform compatibility
- Maintained website by updating content, implementing new technology and monitoring performance
- In workforce since 1997, working in four cities, two Countries and three languages.
- Responsible for the graphic design and implementation of company web site including navigation, writing HTML and JavaScript and optimization of web graphics.
- Developed banners for advertising on corporate client sites.
- Created all marketing materials including corporate identity, catalogs, advertising, packaging and trade show graphics.
- Performed validation of completed sites including the debugging and testing of code.
- Responsible for quality assurance of finished websites including the validation of web forms and links
- Designed a web presence from initial concept
- Educated client and developed SEO strategies