

Vanessa Gonçalves

— UI/UX DESIGNER · AVAILABLE FOR WORK

03/05/1995 · Portugal · vgoncalves.ui@gmail.com

DESIGN TRAINING

UX Research

User Interviews · Personas · Empathy Maps · Heuristic Evaluation · Benchmarking
Card Sorting · User Stories · Customer Journey Maps · Usability Testing
Information Architecture · Wireflows

Interaction Design

Wireframing · UI Storytelling · Responsive Design · Task Flow · UI Kit Creation
UX Copy & Microcopy · Concept Validation

Visual Design

Mockups · Interactive Prototyping · Design Systems · Accessibility
Typography & Color · iOS & Android Patterns

WORK EXPERIENCE

Call Centre Operator – Inbound 2017 – 2018

Teleperformance (Vodafone) · Covilhã, Portugal

- Technical support for customers (software & hardware)
- Problem-solving with a focus on customer satisfaction
- Active listening and empathy as core pillars of customer relations

Call Centre Operator – Outbound 2016 – 2017

MEO · Castelo Branco, Portugal

- Sales of mobile plans
- Persuasive communication and results-driven approach

EDUCATION

EDIT. — Disruptive Digital Education

UX/UI Design · Nov 2025 – Apr 2026 · Remote

Polytechnic Institute of Castelo Branco – ESART

Bachelor's in Communication Design & Audiovisual

Polytechnic Institute of Castelo Branco – EST

Bachelor's in Computer Engineering

2 years attended · not completed (change of field)

Externato Séneca

Science & Technology · Lisbon

Escola Secundária Campos Melo

Technical Course in Secretarial Studies · Castelo Branco

Business email management, budget & stock control

TOOLS

Figma

Miro

Adobe Illustrator

Photoshop

InDesign

HTML

Microsoft Office

LANGUAGES

Portuguese Native

English C1 / B2

SKILLS

Fast learner

Dedicated & autonomous

Team player

User empathy

Effective communication

Critical thinking

CONTACT

vgoncalves.ui@gmail.com

Portugal

Portfolio coming soon