

Vanessa Gonçalves

- UI/UX DESIGNER - AVAILABLE FOR WORK

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

DESIGN TRAINING

I'm a junior UX/UI Designer, with a background in Communication and Audiovisual Design, and I recently obtained a certificate in UX/UI from EDIT (200h, final grade: 17/20). My path hasn't been the most linear - I went through Computer Engineering, worked in call centers - but that's exactly what gave me a different perspective on people and how they interact with digital products.

What excites me most is UI: the detail that transforms a functional interface into something people actually want to use - where aesthetics and usability come together and truly work. I have a particular interest in design systems, interactive prototyping, and creating experiences that are both beautiful and accessible.

I'm looking for my first role in the field, where I can learn, contribute and grow within a team that takes design further.

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

Instituto Politécnico de Castelo Branco - ESART

Bachelor's in Communication Design & Audiovisual

Instituto Politécnico de Castelo Branco - EST

Bachelor's in Computer Engineering

2 years attended - not completed (change of field)

Externato Séneca

Science & Technology - Lisbon

TOOLS

Figma ████████

Miro ████████

Adobe Illustrator ████████

Adobe Photoshop ████████

Adobe InDesign ████████

HTML ████████

Microsoft Office ████████

LANGUAGES

Portuguese Native

English C1 / B2

SKILLS

Fast learner

Dedicated & autonomous

Team player

User empathy

Effective communication

Critical thinking

CONTACT & SOCIAL

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Portugal

[LinkedIn](#)

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[Portfolio](#)

www.byvanessadesign.com

