# Thaís Polonio

She/Her | Burnaby - BC, Canada

E-mail: thaishepolonio@gmail.com          Portfolio

Multidisciplinary Designer with Excellence in Customer Service. I am Well-versed in Figma, UI Design (Wireframing and Prototyping), UX Design Principles and Visual Design. I have strong organizational skills, adapt easily, and learn quickly in fast-paced settings.

## PROFESSIONAL EXPERIENCE

**Freelancer UX/UI Designer**
**Innova Tech One -**  July 2024 – Present
- **Collaboration**: Ensured by working closely with different teams to align designs with client objectives.
- **Adaptability**: Demonstrated by managing multiple projects in a dynamic startup environment, responding quickly to shifting priorities and client needs.
- **UX Design Process**: Applied by creating comprehensive design structures, including wireframes, user flows, and prototypes, to ensure cohesive user experiences.
- **UX Research & Good Practices**: Applied by conducting user studies and implementing UX design best practices to influence product decisions and enhance overall user experience.

**Product Designer**
**Lovecrypto Inc -**  Apr 2023 – Sep 2023
- **Product Development:** Contributed by shaping the Lovepay App pivot into a global financial tool for young adults - including UX Research, wireframing and prototyping.
- **Visual Design:** Applied visual design principles and utilized Figma to create user interfaces for both web and mobile platforms.
- **Team & Stakeholder Collaboration**: Applied by working closely with different teams and stakeholders to align designs with company objectives.

**UX Design Intern**
**Lovecrypto Inc -**  Aug 2022 – Apr 2023
- **Multidisciplinary Contributions**: Engaged in rebranding efforts, created the corporate website for both web and mobile platforms, and designed media assets for events.
- **Competitive Analysis:** conducted by evaluating competitors' products to identify strengths and weaknesses in UX design.
- **User-Centered Design:** Supported by assisting in persona development to understand diverse user groups' goals and pain points.
- **Wireframing & Prototyping:** Conducted through Figma to visualize and iterate on design concepts efficiently.

**Flight Attendant**
**Azul Brazilian Airlines -** Feb 2018 – Sep 2021
- **Customer Service:** Applied being responsible for the safety and comfort of the passenger on board.
- **Crisis Management:** Ensured by periodic training for safety on board and simulation of emergency situations.
- **Clear communication:** Ensured with training for assertive communication.
- **Multitasking**: Flight attendants need to be vigilant about security. We must monitor passengers for any unusual behavior, ensure everyone is seated during turbulence, and provide assistance to passengers experiencing anxiety or discomfort.

## EDUCATION

**Interaction Design**
University of California, San Diego - Specialization
Feb 2024 - Feb 2025

**Graphic Design**
UniRitter - Associates Degree
Jun 2020 - Jun 2022

## VOLUNTEER

**Volunteer Writer**
Ladies That UX
Aug 2022 - present