

Hello,



Alexandra Lima

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About Me

With an education in Graphic Design and UX/UI, and experience in customer support and process management. Strong skills in clear and empathetic communication, problem-solving, and adaptability to different contexts. Organized, creative, and motivated to transform needs into effective digital, visual, or operational solutions. Seeking to contribute to projects that value collaboration and user experience.

Education

Visual Arts Course

Dona Maria II High School *Set 2008 - Jun 2011*

Specialized Graphic Design Course

Master D *Apr 2022 - Jul 2023*

Complete Figma Course: UX/UI Design from basics to advanced

Udemy *Jan 2024*

User Experience & User Interface Design Course

EDIT. - Disruptive Digital Education *Jan 2024 - Jul 2024*

The ROI of UX

EDIT. - Disruptive Digital Education *Abr 2025*

Tools

- Citrix; VDI
- Email e chat professional
- Microsoft Office/Google Workspace
- Notion

Experience

Customer Support Vodafone Portugal *2013 - 2016*

Line Operator Robert Bosch *2017 - 2018*

Specialized Operator APTIV *2019 - 2022*

Customer Support Multicare *2022 - present*

UX/UI Designer (Freelancer) Deta - Communication Agency *2025 - present*

Skills

- Design & Digital: UX/UI Design, Wireframing, Prototyping, Interface Design, Figma, Adobe Creative Suite
- Communication & CX: Clear and empathetic communication, Problem-solving, Complaint management, Active listening
- Organization & Operations: Backoffice, Digital process management, Administrative support, QA/Testing
- Marketing & Social Media: Content creation, Social media management, Visual identity, Digital storytelling

- Notion; Slack
- Figma
- Adobe Creative Suite
- Zoom