



NASIM MIRZAEI CHEGENI

Product Designer

I am the one who studies electronic and international business and works in a finance and business analysis team to manage customer and business satisfaction.

Now, as a certified UX/UI designer, I utilize all that I have learned to design digital products that align most accurately with business requirements and customer needs

Proficient in creating user-centric interfaces for web and mobile applications.

Adept at conducting user research, wireframing, prototyping, and maintaining design consistency. Skilled in usability testing and incorporating user feedback to improve design quality.

Language(s)

- **Persian** Native
- **English** Full professional proficiency
- **Spanish** Limited working proficiency
- **German** beginner

Technical Capabilities

- Jira
- Confluence
- Figma
- Canva
- Illustrator
- Airs Project Mapping Tool
- User Research
- Wireframing and Prototyping
- Design Guidelines
- Usability Testing
- Cross-Functional Collaboration
- MS Office-Advanced
- trello
- Electric Engineering principles and practices

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portfolio: <https://nasimirzaei.ir>

www.dribbble.com/NasimMirzaei

Professional Experience

Fonder, UX/UI designer uxui.pioneers

2022-Present

- Designed user-centric interfaces for web and mobile applications, ensuring appeal and functionality.
- Conducted thorough user research to inform design decisions and improve user experience.
- Created wireframes, prototypes, and interactive designs for digital products.
- Developed design guidelines and ensured design consistency across various platforms.
- Conducted usability testing and integrated user feedback to enhance design quality.
- Ensured design feasibility and alignment with business goals by collaborating with team and stakeholders.

Business analyst Freelance

2020-2023

- Analyzed business processes, systems, and requirements to identify improvement opportunities.
- Collaborated with stakeholders to gather and document business needs and translate them into functional specifications.
- Conducted market research to identify potential areas and competitors.

Key account manager Barg (A/I), Copenhagen (Denmark)

2020-2021

- Managed client accounts, delivering exceptional customer service and ensuring client satisfaction.
- Developed and executed account strategies to maximize revenue and build lasting relationships.
- Demonstrated strong organizational skills by managing multiple client projects simultaneously.

Customer Journey Expert (CJE Intern) ING Bank, Madrid (Spain)

07/2019-10/2019

- Customer Journey Expert in the Restriction squad in Customer On-boarding and Customer in Life Tribe.
- Collaborated with cross-functional teams to investigate and resolve complex technical issues.
- Ensured design feasibility and alignment with business goals by collaborating with design team and stakeholders.
- Assisted in testing new project releases and provided feedback to the product and business development team.
- Participated in daily stand-up meetings and weekly presentations to track progress and brainstorm solutions.
- Collaboration with business analyst and design teams to align their job with customer need.

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Strengths

- Teamwork
- Negotiator
- Responsibility
- Optimist
- Adaptable and Flexible
- Analytical
- Tactful
- Self-Motivated

Voluntary activities

Fundacion Madrina
(Madrid)

- Reducing child poverty by supporting their mothers.

Hobbies



Listening to
the voice of
the universe



Getting lost
in a good
book



Art &
Culture



Fitness &
Health

Operation Analyst (OA Intern)
ING Bank, Madrid (Spain)

11/2018–07/2019

- Managed action point matrix and reported progress on the Maggie Project.
- Developed performance metrics and KPIs to monitor operational effectiveness.
- Responsible for arranging and preparing documents for workshops involving various departments
- Responsible to arrange and prepare documents for workshops with Maggie Project countries (Spain, Italy, France, Netherlands and Czech Republic).

Senior Banker
Ayandeh Bank, Tehran (Iran)

09/2016–09/2017

- Direct responsible for private customers (top 150 customers).
- Electronic Banker.
- Customer App/Web satisfaction monitoring in terms of requirements and improvements and (nominated as the best banking mobile app).
- Managed private customers, delivering tailored customer service and banking solutions.
- Monitored customer satisfaction and implemented improvements for the banking app.
- Collaborated on a mutual contract between the bank, capital market, and insurance.

Banker Specialist
Ayandeh Bank, Tehran (Iran)

04/2011-09/2016

- Monitoring customer satisfaction, preparing biweekly reports, meetings and progress review.
- Responsible for E2E product and service for Customer and prediction further requirements.

EDUCATION

2023
UX/UI In Action

UX Land, Seattle (United State)

2018 – 2019
Master of International Business-Big Data

EAE Business School, Madrid (Spain)

2005 – 2011
Bachelor of Electrical Engineering- Electronics

Karaj Azad University, Iran

CERTIFICATE AND TRAINING

- Agile methodology
- Project management
- Strategic management
- Prototyping
- IELTS
- Body language
- CRM (Customer Relationship Management)