Evelyn Sales

Murcia, España | Email: evelynsalesp26@gmail.com

LinkedIn: https://www.linkedin.com/in/evelynsap/ | Portfolio: www.evelynsales.com

PROFILE

UX/UI Designer with a postgraduate qualification in UX Design and hands-on project experience across volunteer, academic, and personal work.

I combine user research, UX/UI design, UX writing, product thinking, and an interest in accessibility to explore clearer and more inclusive digital experiences.

Before moving into UX, I built 10+ years of experience across customer service, tourism, operations, and entrepreneurship, developing strong communication, problem-solving, stakeholder management, and customer-centered thinking.

SELECTED UX/UI PROJECTS

Atados — UX/UI Designer, Volunteer

Remote · Brazil | Mar 2026 – Aug 2026

- Conducted qualitative research to identify friction in an NGO opportunity-creation flow.
- Mapped the user journey and used RICE prioritization to structure product opportunities.
- Created user flows, wireframes, product requirements, and interaction specifications.
- Worked on UX writing and clearer communication of responsibilities throughout the flow.
- Defined accessibility and QA considerations for mobile and desktop experiences.

Lazos: Connecting Generations — UX Researcher & UX/UI Designer

Academic Project · 2026

- Conducted research with **28 participants: 18 university students and 10 older adults**.
- Identified different needs, motivations, and information preferences across two audiences.
- Used research findings and usability testing to inform interaction and UI decisions.
- Designed differentiated information experiences within a shared product structure.

E-book — UX/UI Designer & UX Writer

Personal Project

- Redesigned a static document into a clearer digital reading experience.
- Explored information architecture, navigation, typography, readability, and UX writing.
- Created an interactive table of contents and clearer content hierarchy.

PROFESSIONAL EXPERIENCE

Travel Operations Specialist

Murcia, Spain | Jun 2026 – Present

- Advise customers on travel services and create personalized itineraries based on individual needs.
- Manage transportation, accommodation, and additional service bookings.
- Create scripts and processes to improve service consistency and customer communication.
- Manage travel documentation, billing, and customer records.

Pitney Bowes — Customer Service Advisor

Remote · Ireland | May 2025 – Jan 2026

- Supported customers with complex financial and product-related issues through CRM systems.
- Managed customer records, contracts, and sensitive information using Salesforce C4C and SAP.
- Investigated complex cases and communicated solutions clearly to customers.

Transport for Ireland — Customer Experience Advisor

Remote · Ireland | Nov 2024 – May 2025

- Supported customers across chat, email, and phone in a public transport environment.
- Assisted users with different needs and handled time-sensitive and complex situations.
- Worked against service and performance KPIs within a customer support team.

Enterprise Ireland — Executive Assistant

Dublin, Ireland | Aug 2022 – Aug 2024

- Coordinated communication between internal teams, companies, and external stakeholders.
- Supported grant-related processes, documentation, and compliance requirements.
- Managed multiple requests and administrative workflows in a structured government environment.

EDUCATION & CERTIFICATIONS

Postgraduate Diploma in UX Design
Senac, Brazil · 2026

Web Accessibility / WCAG Certification
W3C · 2025

BA (Hons) Business Studies
Independent College Dublin, Ireland · 2022

BA (Hons) Tourism
UniverCidade, Brazil · 2012

SKILLS

UX/UI: User Research · User Flows · Wireframing · Prototyping · UI Design · Usability Testing · Information Architecture · UX Writing

Product: Problem Framing · Prioritization · Requirements · User Journeys · Design QA

Accessibility: Inclusive Design · Accessibility Requirements · WCAG Awareness

Tools: Figma · Framer · Notion

LANGUAGES

Portuguese — Native
English — Fluent
Spanish — Advanced