

ANDRES MATEO SANCHEZ

UI/UX designer – Industrial Designer

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Creative and passionate designer with over 4 years of experience in the UI/UX field, specializing in creating prototypes, conducting research, and optimizing products to improve user experience, customer assistant experiences and training scenarios for tech companies and startups. Seeking a dynamic and challenging role to grow, learn, and achieve success in every project by leveraging my skills and expertise.

AREAS OF EXPERTISE

- Problem-solving
- Quality Assurance
- Cross-Functional Collaboration
- Prototyping (Adobe XD, Figma Sketch)
- Innovation
- Critical Thinking
- Research
- User Flows

PROFESSIONAL EXPERIENCE

Teleperformance (RING)

Bogota, Col

QA specialist

2023

- Filtered and optimized the product to achieve the best online results.
- Managed 100 prototypes, reviewing and refining them before uploading the final version to the platform.
- Worked closely with clients, sharing results to ensure their satisfaction throughout the process.
- Reduced the error rate on the prototypes, getting just 5% of changes to make.

UI Designer

2020

- Collaborated cross-functionally with the USA manager of the Ring emulator, building the prototypes for 40 devices that Ring had on the market.
- Emulated the official app for customer support team equipment.
- Improved customer satisfaction by enabling representatives to guide users with our emulator.
- Developed a new design methodology for the emulator achieving the deadline requirement.

JUSTO S.A.S

Bogota, Col

UI/UX Designer

2024

- Created a case study (user research, usability study, design, wire framing, prototype, testing, launch) to develop the project within 6 months.
- Managed the project, working closely with stakeholders and the development team.
- Added value to the startup by instilling confidence in the project.
- Implemented an app to increase sales in the physical market of Justo.
- Conducted user testing with a select group, analyzing feedback and data to make necessary app adjustments

Teleperformance (ALEXA, FIRE TV)

Bogota, Col

UI/UX Designer

2024

- Research study implemented to find the pain points in the user experience flow.
- Maximized team working with the client, developers and customer service to get all the KPI's and data of the most common user issues on their apps.
- Designed a new emulator based on user needs and gaps, to improve the customer support service and teach the users how to use and set up the app.
- Customized the emulator with the amazon color-branding and created the guide inside the emulator how to use it.

EDUCATION

Universidad Autónoma de Colombia

August 2014, February 2021

Industrial Designer

- Focused on innovation and business creation.

Universidad Nacional Autónoma de Mexico

August 2017, December 2017

Industrial Designer

- Focused on Production management and Creativity development.

ADDITIONAL INFORMATION

- Technical Skills: Adobe suite, Office Suite, Keyshot, CAD, inventor
- Languages: Spanish, English
- Certifications: User Experience (UX) Design Professional Certificate by GOOGLE.