



MAGDALENA BENJAMIN

UX DESIGNER

CONTACT



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SKILLS

Research
Info Architecture
User Personas
Wireframing
Usability Testing
A/B Testing

User Interviews
Competitive Analysis
Data Analysis
Prototyping
UI & Visual Design
Project Management

TOOLS

Adobe XD
Balsamiq
HTML
UsabilityHub

Figma
Gloomaps
Bootstrap

LANGUAGES

German
English
Polish

Chinese
Spanish
French

UX Design is the perfect profession to exploit all of my skills.
It fulfils me to have a substantial impact by creating pleasant and meaningful products ranging from localization to creating voice designs.

EDUCATIONAL HISTORY

UX Design Certificate

Career Foundry Online | Feb 2020 - April 2021

- 850+ hours of UX Design study and practice
- Implement the Design Thinking Process as a framework to create a researched and tested set of mobile app designs

Language & Culture Course

Central Drama Academy Beijing | Mar 2010 - Dec 2011

- Explore fine arts and the patois of the Chinese language

Int. Business & Communication

SDI München Munich | Aug 2007 - Mar 2010

- Comprehension of global economic relationships tied with intercultural competence

CAREER SUMMARY

Store Manager and full time Mum

Kinderschutzbund Mainz | Jan 2015 - Sep2019

- Run a 60m² second-hand children shop while taking care of my two kids

Lead Voice Designer

Pactera Beijing | Jul 2013 - Sep 2014

- Lead speech recognition team to create a virtual assistant AI technology to perceive and process spoken language for a multinational conglomerate corporation
- 65% decrease of misconceiving by advancing software listening comprehension
- Responsible for iterations, user testing, and collaboration with international customers
- Administer various international in-house projects pertaining to language skills

Technical Customer Service

PCCW Beijing | Jul 2012- May 2013

- 7 out of 10 times EOM for excellent customer assistance
- Provide VIP customer service including tech support and around the clock butler service for luxury handmade mobile phones
- In charge of Q&As and customer cares through phone and internet

Localization Specialist

Shinetch Beijing | Dec 2011 - Jun 2012

- Reduced complexity and cognitive load of the website by making the UI consistent
- Launch online casino game in various languages
- User testing, dogfooding, and debugging to minimize friction