





# ADRIANA BOLUARTE-NEVES

UX/UI DESIGNER

## Contact

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## Education

### UX Design Certificate

Brain Station, Toronto  
2020

### UI Design Certificate

Brain Station, Toronto  
2021

### Design Thinking Certificate

Brain Station, Toronto  
2022

## Skills

Wireframing

Prototyping

User Research

Site Mapping

## Design Tools

Figma

Sketch

Flinto

## Professional Overview

A highly driven UX/UI designer growing in their career with experience in design thinking, user research, and usability testing. Proven track record in utilizing both qualitative and quantitative research methods to generate actionable insights and drive improvements in digital customer experiences. Adept at collaborating with development teams to resolve user-reported issues and incorporating user feedback into the design process to ensure user-centered solutions.

## Work Experience

### Freelance Web Designer

2022 – Present

- Conducted design thinking workshops to ideate, prototype, iterate and deploy web designs, ensuring solutions met both business needs and user requirements.
- Created wireframes, mockups, and prototypes to visualize design concepts, gather client feedback, and iterate based on insights.
- Produced detailed mock-ups to communicate design concepts effectively to clients.

### Operations Specialist

Dec 2024 – March 2025

Immigration and Refugee Board of Canada

- Spearhead redesigning of training materials to enhance usability for a team of 40, resulting in a significant reduction in data entry errors and inquiries by over 50%.
- Facilitate improved learning outcomes and operational efficiency through the development of user-friendly resources.
- Conduct a needs-based analysis of current procedures and training experience and research new compliance standards in the industry
- Analyze cross-team needs and infuse content and procedural updates to streamline operations and increase efficiency.

### Technical Project Coordinator

Oct 2023 – Oct 2024

Immigration and Refugee Board of Canada

- Liaison with the development team to identify, prioritize, and resolve user-reported issues, ensuring a user-centered approach.
- Lead user support and usability feedback interviews and provide user support and guidance to improve usability and user satisfaction.
- Resolve help desk tickets promptly, offering technical support and troubleshooting assistance to external stakeholders.
- Updated training materials to meet new compliance standards, deployed them internationally, and onboarded new hires to ensure compliance with the new standards

### Data Entry Clerk

2019 – Present

Immigration and Refugee Board of Canada

- Managed the data accuracy of legal cases by uploading and proofreading 90 legal documents a day.
- Led the process and technical training of new hires to ensure compliance and accuracy.
- Effectively interacted with clients and team members, ensuring clear communication and collaboration.