

ALBENA ZARKOVA

UX/UI DESIGNER

WORK EXPERIENCE

UX Designer I / Expedia Group

AUGUST 2023 — MARCH 2024 (LONDON, UK)

As a UX Designer at Expedia Group, I worked on several projects for improving user experiences across various digital platforms. Some of my work included optimising shared UI carousel components for multiple teams use. I also contributed for implementing personalised recommendations across a range of email scenarios. During my time at the company, I gained valuable experience working with EG Design Systems, further refining my design skills and methodologies.

Customer Service Representative / MOO

AUGUST 2021 — JUNE 2023 (LONDON, UK)

At MOO - an online print and design company, I responded to customer inquiries via phone, email, and online chat. I handled inquiries ranging from order status, general product information, technical issues, and pricing. I dealt with customer refunds, credits, and returns requests. I regularly identified opportunities for the site and process improvements.

Office Coordinator / Sea Containers London Hotel

JULY 2018 — AUGUST 2021 (LONDON, UK)

I organised and oversaw the daily tasks for the team members in the housekeeping department of a leading 5-star hotel in London. I handled guest complaints, wrote emails and daily reports, answered phone calls, prioritised urgent tasks. I contributed to the smooth run of the department.

Supervisor/ Office coordinator / Westbury Mayfair Hotel

JANUARY 2016 — JULY 2018 (LONDON, UK)

As a floor supervisor at this 5-star luxury hotel, my duties included supervising room attendants to make sure the guest rooms were cleaned up to the hotel's high standards. As an office coordinator, I handled guest complaints, organised the department's daily routine among other duties. I increased the overall positivity within the team I was responsible for.

 albenazarkova.com

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EDUCATION

Ravensbourne University London, UK

B.A. User Experience and User Interface Design (UX/UI Design)

SKILLS

UX Design, Interface Design, Web Design, Mobile App Design, Illustration Design, Competitive analysis, UX Research, User interviews, Affinity Mapping, Storyboarding, User Flows, Information architecture, Wireframing, Interaction Design, Prototyping, Usability Testing, Design systems, Data Visualisation, Typography

TOOLS

Microsoft Office (Outlook, Word, Excel, Power Point, Teams), Figma/ FigJam, Adobe CC (XD, Illustrator, InDesign, Photoshop, Premier Pro), JIRA, Confluence, Slack, Miro, Marvel, HTML/CSS, Javascript, Fusion 360

LANGUAGES

English - **C1**

French - **B1**

Bulgarian - **Native**