Ivana Wolfgramm

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UX / UI DESIGNER

I'm a double bachelor's degree student in Information Technology and Design at QUT, with experience in hospitality, IT, and design. I have skills in customer service, project management, communication, problem solving, and visual design. I am passionate about creating meaningful experiences and I am eager to learn and grow in a dynamic and innovative work environment.

EXPERIENCE

LEAD FRONT-END DEVELOPER | WOMEN IN BUSINESS SCHOOL
MAR 2024 **- PRESENT**

- Development of a user-friendly mobile application for iOS and Android platforms using Expo and React Native based on high-fidelity Figma prototyped designs.
- Collaborating with a multi-disciplinary team to achieve deliverables on time and within constraints, adhering to agile methodologies.
- Translated ideas and concepts into user flows, mock-up prototypes, and style guides.
- Researched target users and presented user-centered design supported ideas when communicating with client.

PREMIUM GAMING HOST | TREASURY CASINO
DEC 2023 **- PRESENT**

- Ensured compliance with company SOPs and ICMs, conducting screenings to ensure legitimate patron information and prevent breaches.
- Promoting responsible gaming practices, as an ambassador of responsible gaming making sure that activities uphold the integrity of company policy and Government standards.
- Maintaining relationships with premium players through telemarketing and guest inquiries to ensure property gaming and revenue goals are achieved and exceeded.

EDUCATION

BACHELOR OF IT AND DESIGN | COMPUTER SCIENCE & INTERACTION DESIGN
JAN 2021 - DEC 2024

- **Relevant Coursework:** Database Systems, Object-Oriented Analysis and Design, Web Programming, Visual design and design software, user research and data analysis
- **Proficient Skills:** Python, C#, HTML/CSS, C++, Microsoft Excel. prototyping, wireframing, user flows, mockups.

CERTIFICATE III INFORMATION TECHNOLOGY | LIGHTMARE STUDIOS
JUL 2019 | NOV 2020

- **Relevant Coursework:** Visual design and design software, user research and data analysis, communication and collaboration, problem solving and critical thinking.

SKILLS + TOOLS + PROGRAMS

Microsoft Office Suite	Conflict Resolution
Resolution	Customer Service
Adaptability	Organisation
Figma	HTML/CSS
Expo - React Native	Java Script + SQL
Github	C#

REFERENCES

ERENA BROWN
Casino Guest Service Supervisor
Erena.brown@star.com.au

PEACE MITCHELL & KATY GARNER
CEO and Co-founders | Women in Business School
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