

# ADRIANA BOLUARTE-NEVES

UX/UI DESIGNER

## CONTACT

 Boluarte.adriana@gmail.com

 Toronto, Ontario

 [LinkedIn](#)

 [Boluartedesign.com](#)

## EDUCATION

**UX Design Certificate**  
Brain Station, Toronto  
2020

**UI Design Certificate**  
Brain Station, Toronto  
2021

**Design Thinking Certificate**  
Brain Station, Toronto  
2022

## UX SKILLS

Wireframing

Prototyping

User Research

Site Mapping

Interaction Design

## DESIGN TOOLS

Figma

Sketch

InVision

Flinto

## PROFESSIONAL OVERVIEW

A highly driven UX/UI with extensive experience in applying design thinking, conducting 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

**MYCASE PORTAL OFFICER** **June 2024 – Present,**  
**October 2023 – February 2024**  
Immigration and Refugee Board of Canada

- **Managed the user support process:** Collaborated with the MyCase Portal development team to identify, prioritize, and resolve user-reported issues, ensuring a user-centered approach.
- **Conducted user support and usability feedback sessions:** Provided user support and guidance, gathering feedback to improve portal usability and user satisfaction.
- **Ensured timely delivery and resolution:** Resolved help desk tickets promptly, offering technical support and troubleshooting assistance to external stakeholders.

**FREELANCE WEB DESIGNER** **2022 – Present**

- **Drove the design process from beginning to end:** Applied design thinking to ideate, prototype, and iterate web designs, ensuring solutions met both business needs and user requirements
- **Conducted user research:** Created wireframes, mockups, and prototypes to visualize design concepts, gather client feedback, and iterate based on insights.
- **Delivered high-fidelity mock-ups and prototypes:** Produced detailed mock-ups to communicate design concepts effectively to clients.

**REGISTRY SUPPORT ASSISTANT** **2019 – June 2024**  
Immigration and Refugee Board of Canada

- **Maintained high levels of accuracy and productivity:** Performed data entry tasks accurately and efficiently, handling upwards of 70 entries a day.
- **Ensured document accuracy and completeness:** Uploaded and proofread legal documents pertaining to refugee hearings, maintaining high standards of accuracy.
- **Demonstrated strong communication and interpersonal skills:** Effectively interacted with clients and team members, ensuring clear communication and collaboration.