

Diana Porcescu

UX DESIGNER

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(647) 705-3970

[Linkedin Profile](#)

SKILLS

Figma, InVision, Adobe Creative Suite, Canva, Mailchimp, Klaviyo, SketchBook, Microsoft Office, Shopify, WordPress, Google Analytics, Zeplin

PROFILE

I am design enthusiast with over 6 years of client facing experience working in highly collaborative environments in customer care, project coordination and e-commerce. In the next chapter of my career, I look forward to developing solutions focused on improved user experiences and customer satisfaction.

EXPERIENCE

Compliance and Contracts Officer | ICES

JUN 2017 – SEPT 2018, TORONTO, ON

- Co-ordinated the execution of an average of 24-30 data sharing agreements (DSA) per month and the review of contracts by the Privacy and Compliance Office
- Maintained the contracts management system and tracking of DSAs
- Generated departmental reporting for senior management

Grants Management Specialist | MITACS

FEB 2014 – JUN 2017, TORONTO, ON

- Managed the full life-cycle of multiple grants to scientific programs
- Compiled technical guides on grants management system use and a manual describing the department's rules and processes for training purposes.

Contact Center Advisor, Team Lead | DHL Express Canada

MAY 2013 – FEB 2014, TORONTO, ON

- Investigated shipment issues through continuous communication with brokerage, sales, operations, and the clients.
- Assisted the customer care agents by handling escalations, working on time sensitive files and complaints

EDUCATION

BrainStation | Diploma Candidate, User Experience Design

AUG - OCT 2020, TORONTO, CA

RED Academy | Certificate, Digital Marketing

JUN 2016 - AUG 2016, TORONTO, ON

Ivey School of Business | MSc in International Management

AUG 2011 - 2012, TORONTO, ON; ROTTERDAM, THE NETHERLANDS

Sophia Antipolis University | B.A. of Economics and Management

SEP 2006 - MAY 2009, NICE, FRANCE

PROJECTS

BrainStation Capstone Project | Charitable Sector in Canada

AUG - OCT 2020, TORONTO, ON

- Working on a digital solution helping smaller charities gain more visibility and potentially increase in revenue from individual donors

BrainStation x Adidas 24 hr Hackaton | The Future of E-commerce | Prototype [link](#)

OCT 2020, TORONTO, ON

- Worked on designing a digital solution to support the future success of e-commerce in the apparel and sporting goods industry

Website Design, Digital Marketing and Business Development ACASA HOME | www.acasahome.com

SEPT 2018 - 2020, TORONTO, ON

- Launched a home décor product online, developed and implemented a marketing plan to promote it to retailers and online customers.