



# Mari Ozaki

## Service and UX Designer

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I am a Service and UX Designer, currently living in Milan, fascinated with the potential of how design can influence our future, bringing people closer together and more connected. Using Service Design thinking methodologies I create meaningful and holistic experiences for users. I am passionate about listening to people's stories and helping them with more effective and sustainable services.

### Languages

Portuguese (native)  
English (fluent)  
Italian (advanced)

### Expertise

Service design  
Design thinking  
User-centered design  
Strategic design  
Interaction design  
Information architecture & usability  
User experience  
User interface  
Quantitative and qualitative research  
Concept development  
Design for social change  
Front-end development

### Skills

Adobe CC  
Sketch  
Axure RP Pro  
Keynote  
Office

### EDUCATION

**M.Sc in Product Service System Design**  
**Politecnico di Milano**  
*Honors: Merit Based Scholarship*

March 2015 - April 2017

**B.A. in Graphic Design**  
**São Paulo State University**

March 2007 - July 2011

**Technical Education in Graphic Arts**  
**National Service for Industrial Training**

July 2007 - July 2009

### WORK EXPERIENCE

**Interaction and UI designer, Art Stories**  
Milan, Italy | may 2017 - present

**Lead service and UI/UX development, Hexagro Urban Farming**  
Milan, Italy | oct 2016 - mar 2017

**Service and UX designer, ELSE Corp**  
Milan, Italy | mar 2016 - aug 2016

**UI/UX designer, Tanlup**  
São Paulo, Brazil | oct 2014 - aug 2015

**Lead UI/UX designer, conserta.me**  
São Paulo, Brazil | aug 2014 - oct 2014

**UI designer, F5 Web Design e Tecnologia Atualizada**  
São Paulo, Brazil | nov 2012 - apr 2014

**UI designer and front-end developer, WAKE.UP**  
São Paulo, Brazil | jul 2012 - nov 2012

**UI designer and front-end developer, Go Mind**  
São Paulo, Brazil | apr 2011 - jul 2012

**User Interface design intern, MStech**  
Bauru, Brazil | sep 2010 - mar 2011

**User Interface designer and front-end developer intern, G&T Gente e Tecnologia**  
Bauru, Brazil | jan 2010 - sep 2010

### CONFERENCE SPEAKING

**Interaction South America 2017**  
Florianópolis, Brazil | November 2017

**RubyConf 2017 - OpenRuby**  
São Paulo, Brazil | November 2017

**MeetUp IxDA**  
São José dos Campos, Brazil | November 2017

### RELEVANT COURSEWORK

**HTML, CSS and JavaScript Development Course**, Caelum  
São Paulo, Brazil  
Approximately 20 hours of course

**Human Centered Design Course**, Acumen + IDEO  
Design thinking on user-focused

**Human-Computer Interaction**, Coursera  
User experience-focused course