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| **JELENA VONCINA**  **Junior UX designer** with a background in childcare.  Recognized for teamwork, a proactive approach, and a keen ability to set and follow clear objectives. |  | Kilkenny, Ireland  (085) 1211-542  jelena.voncina@jelena-ux.com |

**PROFESSIONAL EXPERIENCE**

**MCMA Healthcare**, South-East, Ireland • Social Care Worker  01/2024 - Present

* Provided care and support to at least five individuals with diverse needs and backgrounds in various residential settings every week
* Adapted quickly to various situations, effectively managing challenges and consistently being requested to return for additional shifts in each company.

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**ARCS**, Tipperary • Social Care Worker  05/2022 - 12/2023

* Successfully set monthly goals and delegated tasks to care team members to facilitate growth experiences for young individuals in residential settings.
* Promoted to keyworker within two months.

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**Busy Bees Crèche**, Kilkenny • Childcare Professional  09/2020 - 05/2022

* Provided high-quality care for a group of 12 children aged 1-2 years each day, ensuring their safety and fostering an enriching environment for development.
* Received positive feedback from parents and supervisors regarding the quality of care provided.

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**Tiny Tots Paradise**, Kilkenny • Preschool Room Leader  08/2019 - 09/2020

* Led up to 30 children aged 3-6 in the preschool room daily, implementing a child-centred program to promote social interaction, problem-solving, and critical thinking skills.

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**Lidl**, Kilkenny • Customer Assistant  08/2018 - 08/2019

Assisted numerous customers daily in a fast-paced environment.

**VOLUNTARY WORK**

**Kilkenny SPCA** • Web Designer  05/2024 – Present

* Collaborating with directors to identify areas for improvement in the website’s user experience

**EDUCATION**

**MSc User Experience Design**  Commencing: 09/2024

Institute of Art, Design + Technology, Dun Laoghaire

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**Professional Diploma UX Design**  01/2023 - 12/2023

UX Design Institute, Glasgow Caledonian University

* Completed a case study of a hotel booking site. Created user research, data analysis, interaction designs, user flows, wireframes, prototypes and annotations for project handoff.****

**University Bachelor’s Degree, Early and Pre-school Education**  09/2014 - 09/2017

University of Osijek, Croatia

* Recognition for highest grades: Chancellor's Award 2016/2017
* **Relevant subjects:** Visual arts, Visual communication and design, Psychology, Methodology of pedagogical research

**CONTINUOUS DEVELOPMENT**

**AI for Designers**, Interaction Design Foundation  06/2024

**User experience: the beginner's guide**, Interaction Design Foundation  06/2024

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**Figma Pro Workflows**, Rad Nolan  10/2023

**SKILLS**

• Creativity • Empathy • Problem-solving • Collaboration • Communication skills • Attention to Detail****

• User Research • Usability Testing • Information architecture • Visual design • Wireframing • Prototyping