

Ecem Neslihan Kirmizigul

UX/UI & Interactions Designer | Business Analyst

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I'm adaptable and collaborative professional with a background in electrical engineering and business analysis. With over three years of experience on the Oracle Customer Care and Billing Project, I excel at identifying areas for improvement and implementing effective strategies. I recently completed a UX/UI bootcamp, enhancing my understanding of user-centered design principles and enabling me to integrate seamless and intuitive user experiences into solutions. With a creative and detail-oriented approach, I am dedicated to optimizing business operations and delivering user-centric solutions that drive efficiency and customer satisfaction."

EDUCATION

Ironhack Miami, UX/UI Design Bootcamp
Kocaeli University Engineering Faculty Electrical Engineering
Habire Yahşi High School

EXPERIENCE

CK Energy Distribution and Supply Company – Business Analyst *July 2018-Jun2021*
Istanbul, TURKEY.

- Played a key role in the biggest IT transformation project in Turkey, working as a Business Analyst for over 3 years.
- Successfully planned the technical analysis process, identifying error details in batch logs, and providing functional solutions using Oracle business services and objects.
- Supported data migration test and control steps for 5 million customers, ensuring seamless data transfer and accuracy.
- Generated comprehensive test scenarios that covered all possibilities, ensuring thorough testing of integrated information systems.
- Translated customer needs into detailed requirements and prepared requirement analysis documents for developers.
- Utilized PL/SQL to handle data, create reports, and write queries, specifically focusing on CC&B tables and columns.

Kosovo Electricity Distribution Company- Intern Engineer *Jun2017-July2017*
Pristine, KOSOVO

- Completed a 3-month internship at KEDS, working in various departments to gain a comprehensive understanding of the energy distribution industry.
- System Operation Department: Assisted with maintenance, blackout management, and relay protection activities.
- IT Department: Conducted analyses and participated in system development projects.
- Customer Care Department: Worked on energy approval processes and served key accounts.
- Investment Department: Contributed to the development of the master plan, project management, and progress payment tracking.
- Energy Losses Department: Assisted in identifying and addressing energy losses within the distribution network.
- Energy Trading and Operation Department: Gained insights into energy trading activities and operations.

PROJECTS

FILIPE COFFEE APP – UX/UI Design for mobile app prototype
MINDEASE APP – UX/UI Design for anxiety relief mobile app
SWEETEPICO – UX/UI Website Design for e-commerce project
ZIPRECRUITER – Add new feature existing app.

SKILLS

RESEARCH

User Interviews
Usability Testing
Stakeholder Workshops
Competitive Analysis

DESIGN

UX Design
Visual Design
Information Architecture
Personas
Journey Mapping
Storyboarding
Rapid Prototyping
Wireframes

TOOLKIT

Figma
Photoshop
Basic Knowledge of HTML/CSS/PLSQL
Adobe Illustrator
Microsoft Office Suite
Discord
Slack
Canva

SOFT SKILLS

Analytical Thinking
Problem Solving
Collaboration
Communication
Creativity
Adaptability

LANGUAGES

Turkish, *Native*
English, *Professional Working Proficiency*

CERTIFICATES

IIBA Methodology Business Analysis-PMI
ISTQB Fndn Level Test Manager-PMI
Microsoft Office Specialist -BA Academy
Integrated Management System- ISO
Strategic Management System -ISO
Quality Management System -ISO

OTHER WORK EXPERIENCE

Selini Entrepreneurship –*Founder*
Miami, FL
Verizon – *Sales Associate*
New York, NY