

Leonardo Alvarenga

Human Experience Designer.

Portfolio: leohx.com

+ 55 21 97145-1919

leovalvarenga@globo.com

Education:

Instituto Belas Artes

Specialization in **User Experience**.

São Paulo [Jan 21 - Jun 22].

Emirates Aviation University

Major in **Business Management**.

Dubai [Jan 13 - Jul 16].

Languages:

- Fluent in Portuguese, English and Spanish.

Distinctions and achievements:

- Active collaboration for the acquisition of *Visor ADL* by the renowned Mexican fintech *Credijusto*.
- Hiring *Visor's* UX team in Brazil and Mexico with a focus on diversity and inclusion.
- Diploma awarded with distinction in Business Management by *Emirates Aviation University* in partnership with *Pearson* (UK).
- Travel to 66 countries - around 120 cities around the world. Multicultural work with over 150 nationalities for *Emirates Airline*.
- Selected for high performance to join the first-class cabin crew team on the Airbus A380: the largest aircraft in the world.
- Invited to be a brand ambassador for *Emirates Airline* at official conferences and events around the world.

Soft skills:

Leadership; Collaboration; Communication; Time management; Emotional intelligence; Resilience; Agile philosophy.

Hard Skills:

Qualitative and quantitative research; Heat maps; Information Architecture; Prototyping; Copywriting; *Usability tests*; Graphic design.

Professional background:

Visor [2 years and 2 months] São Paulo and Mexico City.

UX Manager [Jan 20 - Apr 21]

My main attributions: Make strategic decisions advocating for the best experience of internal and external users. Train and manage a team of UX/UI designers in Brazil and Mexico. Have hands-on in the stages of research, insights, ideation, and prototyping. Implement tools, best practices, and flows for the improvement of current processes.

- Collaborated for UX to positively impact metrics.
- Conducted empathic quantitative and qualitative researches.
- Translated needs into continuous improvement and innovation.
- Implemented strategies for the improvement of user acquisition.
- Designed low, medium, and high fidelity prototypes.
- Performed tests and connected teams in early stages.
- Collaborated to build a team considering diversity and inclusion.

UX Lead [Aug 19 - Dec 19]

UX Designer [Mar 19 - Aug 19]

Avianca [2 years and 2 months] Salvador.

Senior cabin crew [Jan 17 - Feb 19]

My main attributions: Monitor the safety conditions of the aircraft and their respective emergency equipment onboard. Lead the team. Provide excellence in customer service. Perform annual license renewal on the B737, A318, A319, and A320 aircraft.

- Developed interpersonal skills.
- Led cabin crew teams.
- Responded quickly to changing environments.
- Actively listened and communicated instructions.
- Practiced critical thinking to solve problems and make decisions.
- Awarded for Best Performance in 2017's annual conference.

Emirates [4 years and 7 months] Dubai.

Senior cabin crew [Jan 12 - Jul 16]

My main attributions: Train and execute safety and emergency procedures, general medical training, security, conflict and crisis management, firefighting, and jungle and sea survival. Offer the best in-flight experience onboard the A330, A340 B777, and A380 aircraft.

- Practiced empathy daily
- Developed time management skills.
- Worked in a multi-cultural environment (+150 nationalities).
- Applied techniques for the management of crisis and conflicts.
- Awarded 4 consecutive years for excellence in CX.