MAYU NANAUMI

SERVICE DESIGN / UX RESEARCH

CONTACT

📱 +61 0478149063

✉ mayu.nanaumi@gmail.com

🌐 https://www.iam-mayu.com/

📍 Brisbane, QLD

SKILLS

Project Management
UX Research
Market Analysis
User Testing
Service Blueprint
Information Architecture
Wireframing Prototyping

TOOLS

Miro	Optimal Workshop
Jira	Zoom /Google Meet
Trello	Confluence
InVision	Notion
Figma	Google Form
Canva	SurveyMonkey

EDUCATION

100 days Design Challenge

Daily UI | 2023

UX UI Transform

Academy Xi | 2022

Introduction to Psychology

University of Toronto | 2022

REFERENCE

Emily Lu | April9
Business Operations Manager

PH: 0405212858
EMAIL: emily.lu@april9.com.au

Raj Kurundale | ISS BNE Airport
Duty Manager

PH: 0422774023
EMAIL: raj.kurundale@au.issworld.come

PROFILE

I am a dedicated professional who has worked in a variety of environments enabling a wide set of skills to be developed to. Timely focus on meeting internal & external customer expectations in addition to proactive communication and diligence makes me a valuable member of the team.

WORK EXPERIENCE

UX Designer - Service Designer

Ki Culture | Non-Profit Organization   2022 Nov - Present

Remotely volunteer for an international non-profit organization based in Netherlands, working to unite culture and sustainability through visual arts to heritage to performing arts. Work in an agile team to redesign the global online platform "Ki Port" to provide educational materials & social events for the sustainability leaders.

Jnr User Research and Experience Designer

April9 | Software Development   2023 May - Jul

Responsible for leading the research projects from planning to implementation alongside the Sales Department to identify the market for Stack9 (low-code software). Participated in the project to explore the opportunity of offering solutions for new industries.

Aviation Officer - Passenger Experience Researcher

ISS BNE Airport | Aviation Security   2018 Jun - 2023 May

Acted as a Passenger Experience Researcher based in the Brisbane International Airport, implementing PX research to understand the cause of "Airport Anxiety" encountered by passengers, in order to improve the terminal facility services to enhance passenger experience.

UX UI Designer

Academy Xi - Course Project | Start-up Business   2022 Sep - Dec

MediGo | Designed the online platform for a start-up company looking to improve patients' access to affordable healthcare products and services. The project goal was to uncover the patients pain points and frustrations and refine the current treatment journey.

EbonFX | Redesigned the digital platforms for a start-up FX provider aiming to ease the process of international money transfers.
The project deliverables were met with future recommendation of having a mobile app for individual users.

User Experience Researcher

LibreOffice | Software Development   2022 Aug - Oct

Remotely volunteered for a non-profit organization based in Germany, offering a community-driven and developed open-sourced office suite. Participated in the user research by designing and running the survey to evaluate the "Impress". Collected a large number of responses received and transformed raw data into a visual presentation.