



# DANIEL VALENTIN

UX Designer | Copenhagen | +45 22719298

## DETAILS

### Contact and address

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### Age and nationality

28 years old  
Danish

### Other

Drivers license

## QUALIFICATIONS

- User research and analysis
- Interaction design and information architecture
- Wireframing and prototyping
- Usability testing
- Experience with databases
- Design thinking
- Stakeholder management and communication
- Knowledge of design tools and front-end development
- Accessibility and inclusive design principles
- Familiarity with technical documentation
- Agile development methodologies
- Team collaboration and communication.

## LANGUAGE

Danish (First language)  
English

## SPARE TIME

Open-Source software & Linux  
Selfhosting  
Computer Hardware  
Gaming  
Family

## ABOUT ME

My strength and passion is to understand, optimize and design IT solutions and processes. Whether the task is to implement, support or design new prototypes, for the last 5+ years I have worked professionally with those branches of IT in connection with my education from the IT University of Copenhagen, and in freelance work. In my freetime i dabble with selfhosting, Linux and all things open-source.

## EXPERIENCE

### UX/IT Consultant, Racing Kids · Freelance 2022 -

- Consulting and preparation of a new workflow for product import with the goal of time saving
- Analysis of business needs and direct influence on technology stack
- Took over the project from previous agency and facilitated the required knowledge management tasks
- Presentation and learning, co-creation sessions with owner of Racing Kids

### UX/IT Consultant, Hjorths Badehotel · Freelance 2018 - 2022

- IT support and process optimization tasks as well as maintenance and content for websites in wordpress
- Provided consulting on user experience, interface and design to improve customer experience and enhance revenue.
- Proven experience in web technologies, design and project management

### IT Support Specialist at ITSS Group Technology, Nordea 2016 - 2019

- Incident, knowledge and risk management tasks in various ERP systems.
- Onboarding of new team members.
- Close collaboration with other IT departments in Denmark, Finland, Norway, Sweden, Poland and many other countries.
- Maintain a high service level and meet SLA targets for the department.

### Brand Ambassador, Gorm Larsen Nordic 2015 - 2016

- Sale and presentation of various hardware, including computers, printers, VR Headsets, smart phones and more.
- Bookkeeping of sales and interactions in Gorm Larsen's in-house CRM system.
- Installation and responsibility for exhibition stands and other logistics in connection with conferences.
- Mystery shopping and data collection

### Webmaster, Restaurant Rusk · Freelance 2014 - 2018

- Implemented web design improvements to increase user engagement and drive sales
- supported the online booking system
- Integrated website with social media and other platforms
- Implemented and maintained website security protocols and updates
- Monitored website analytics and provided performance reports
- Provided technical support and resolved website-related issues

## EDUCATION

### MSc · Digital Design and Interactive technologies, IT University of Copenhagen 2021

- Specialized in UX/HCI
- Completed projects with Carlsberg, Nordea, Danish National Gallery and various other stakeholders

### BSc · Global Business Informatics, IT University of Copenhagen 2018

