

# Dragana Crljenica

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## WORK EXPERIENCE

### User experience representative

**Serbian Language** - *Ananas E-Commerce, Belgrade*  
October 2023 to August 2024

I provided exceptional customer support for the e-commerce store, handling inquiries and resolving issues efficiently. I utilized my communication and problem-solving skills to ensure customer satisfaction

**Cashier/Waitress** - *Go Sushi, Belgrade*  
June 2022 to October 2023

Handled both customer satisfaction as a waitress, as well as handled the logistics of managing multiple delivery and vendor partners, along with the fiscal side of the business in a multi franchise company.

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## EDUCATIONAL BACKGROUND

**Bachelors Degree** - *Beogradska Politehnika, Belgrade*  
October 2023 to Present

I'm proud to be one of the lucky students that are for the first time attending a newly created major at my university called UI/UX. There, I get to learn hands-on experience from world class talent. Some of the projects and technologies I've had an opportunity to work with there include complete company branding from scratch, website design, the entire Adobe Suite, as well as new AI tools that help people from in my industry.

**Elektrotehničar Multimedija** - *ETŠ Nikola Tesla, Belgrade*  
September 2018 - June 2022

4 year secondary education where I had hands-on experience with photo, video, and audio editing. During that time, I had the opportunity to witness, experience and collaborate on most, if not all aspects that go into media creation, including but not limited to: Poster Design, Podcasting, Website Design, App Design, and others.

## PROFESSIONAL SUMMARY

A passionate multimedia specialist with hands-on experience in graphic design, video editing and photo editing. Completed a multimedia high school and currently studying UI/UX at university, deepening my expertise. Skilled in creating impactful training materials and presentations, with a strong commitment to continuous learning and professional development.

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## SKILLS & PROFICIENCIES

### Microsoft Office Suite

Proficiency and experience in working with each of the tools inside the Office suite.

### Adobe Creative Cloud Suite

Proficiency and experience in working with some of the Adobe tooling. Namely, Photoshop, Illustrator and Premiere Pro.

### Figma

Proficiency and experience in working with Figma, specializing in creating intuitive UI/UX designs and collaborative workflows

### AutoDesk Maya

### Html & CSS

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## OTHER

### Poco Phone – Case Study, 2nd place

Sponsored and endorsed by one of the top universities in Belgrade, FON (Fakultet Organizacionih Nauka) as well as the phone manufacturer Xiaomi, this case study was focused on raising awareness and interest about Poco phones in adolescent people.