Weltton Alves Ortega

UI/UX Designer
Illustrator

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Address
Curitiba – PR

Socials

Linkedin
Weltton

Instagram
@welandton

Languages

English
B2 upper intermediate

Experience

August 2022 – Present
UX Designer
Capgemini Engineering

- User research and interviews;
- Prototyping and wireframing;
- Interaction design;
- Data analysis and UX metrics;
- Understanding of design principles;
- Analytical thinking and problem-solving;
- Experience with agile methodologies (Scrum);
- Familiarity with design tools (Adobe XD and Figma);
- Adaptability and ability to deal with changes;
- Team collaboration;

July 2020 – May 2022 📍 Campo Verde – MT
IT Analyst
Agro-sol Sementes

- Provide Level I and II technical support to ERP users, by receiving requests logged in the helpdesk portal, and, based on the registration, carry out on-site or remote assistance to ensure the proper functioning of Software/Hardware/Voice resources;
- Planejar e implementar projetos de sistema, garantindo que todas as atividades sejam executadas dentro do prazo estabelecido;
- Plan and implement system projects, ensuring that all activities are executed within the established timeframe.
- Perform process mapping with the Company's departments.

July 2018 – February 2020 📍 Cuiabá – MT
Technical Support
WSS Informática

- Provide on-site and remote assistance to users, offering technical support levels 1 and 2;
- Assess the organization's technology needs and collaborate with the team and vendors to resolve and implement solutions;
- Handle repairs, software updates, error messages, etc;
- Repair and maintenance of computer and telephony hardware and peripherals;
- Generate reports for each assistance case and track them using an internal ticketing system.

March 2018 – July 2018 📍 Cuiabá – MT
IT Assistant
Faspec / Uniorka

- Assist institution users and students with the systems used by the organization;
- Assess the organization's technology needs and collaborate with the team and vendors to resolve and implement solutions;
- Handle repairs, software updates, error messages, etc;
- Repair and maintenance of computer and telephony hardware and peripherals;
- Generate reports for each assistance case and track them using an internal ticketing system.

Academic Education

PUCRS online — Pontifícia Universidade Católica do Rio Grande do Sul

Postgraduate
User Experience Design and Beyond
March 2022 – Present

INSTITUTO FEDERAL Mato Grosso — Instituto Federal de Mato Grosso – Cuiabá

Bachelor's Degree
Computer Network Technology
July 2013 – July 2018

Courses

Coursera

Google UX Design Certificate

Coursera

Visual Elements of User Interface Design

Skills

Design

User Experience	Design System
Web Design	Mobile Design
Wireframing	Prototyping	Testing

Development

HTML	CSS
Git	Databases
Javascript	