

FELIX MESSO

JUNIOR UX/UI-DESIGNER

CONTACT

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SKILLS

- Ability to Work in a Team
- Adaptability
- Communication Skills
- Figma
- Photoshop
- Workshops
- Presenting
- Wireframing

LANGUAGES

- Swedish (Native)
- English (Fluent)

OTHER EXPERIENCE

Board Member of the Union Club
MSX International

- Negotiating with employer to improve the work environment.
- Supporting the Union Club members, by negotiating their concerns, salaries & inquiries.

OTHER

- B - Drivers License

ABOUT ME

A passionate and curious person, that is not afraid of a challenge. Personal growth and improvement are important to me. I am driven and will always give my best. I am a creative but critical thinker with a strong moral compass. Reliability, good communication and honesty are things I value most. I am detail oriented, flexible and I am a fast learner.

PROJECTS (AT UNIVERSITY)

Fab Lab (Research/UI-Design)

Summer 2020

For this project the premise was to create a solution that works outside and in a crisis situation, where the solution had to be a physical product and a digital application for the product. The concept resulted in a solution that helps people plan their trips better by indicating how crowded an area is. The data is collected by the physical product and showcased in the application. [See More.](#)

Responsibilities: Interaction design, User research, Analysis, UI-design, Evaluation

Designstudio: Smart Cities (Research/Conceptualizing)

Spring 2020

For this project I cooperated with Varberg Energi to come up with a IoT concept to make their city smarter. The concept resulted in a smart electric bike locker, to store your battery, the locker is controlled through a digital application. [See More.](#)

Responsibilities: Conceptualizing, Creating storyboards, Scenarios, User stories, conducted workshops with stakeholders, and user research.

Designstudio: Mobile (Research/UI-Design)

Spring 2019

For this project I cooperated with Halmstad University in a research project called OSMAaaS, where stakeholders like Halmstad University, Volvo Cars and Hallandstrafiken were involved. The concept resulted in a sharing mobility service where people will offer a seat in their car and others can book a seat, with a goal to inquire commodities. [See more.](#)

Responsibilities: User research, Evaluation, Prototyping, UI-design, Interaction design

EDUCATION

Halmstad University

Bachelor's Degree in Informatics | June 2018 - February 2022

Courses: Interactive Prototypes, Cognition and usability, Service Design, Design Research, Interaction Design, Product Design, Sustainable Design, Webprogramming and databases, Scientific method and research ethics, Digital Innovation, Physical Materials and IT, Visual Communication, Current research fields within digital design & Innovation, Lean Production.

NTI Media High School

Film & TV- Production | 2012 - 2015

EMPLOYMENT HISTORY

Knowledge Base Specialist

MSX International | 2023 - Present

Ford Motor Company as the client.

- Documenting work related processes, writing articles to support customer service agents in their work.
- Presenting on a weekly basis to both the client and agents.
- Tailoring content towards agents, making technical information easy to digest.
- Making data driven decisions and being able to communicate decisions.
- Balancing requests between different stakeholders

Customer Experience Agent

MSX International | 2022 - 2023

- Resolved customer complaints with empathy and understanding.
- Taking ownership in customer cases and following up until case is solved.
- Supporting colleagues with chasing updates for IT - Tickets.

Customer Service & Sales/Support

Telia Company AB | 2016 - 2020

Responsibilities:

- Competence coach, Supporting agents on difficult cases, Supporting customers, Sales, Assisting teamleader, Weekly newsletters.

Kitchen Worker

NRG PIZZA AB (Pizza Hut) | 2015 - 2016

Preparing & cooking food for customers, working in a fast environment, performing several tasks at once and making sure the workplace is clean and operable at all times.