

Prince Gupta

+44 7424 099737 | princeg080@gmail.com | [linkedin.com/in/pgprinceg](https://www.linkedin.com/in/pgprinceg) | prince-gupta.com | Thornton Heath CR7 6BS

I prioritize understanding and meeting the needs of customers, users and businesses, leveraging my strong communication and empathy skills to provide exceptional service. With a background in UI/UX design, I am constantly seeking for innovative solutions to challenges and problems. Furthermore, my diverse experience across customer service, design, and commerce reflects my adaptability and willingness to learn, allowing me to excel in various roles and environments.

EDUCATION

Kingston University

MSc User Experience Design

Kingston upon Thames, United Kingdom

September 2023 – Present

Osmania University

Bachelor Of Commerce (Computers)

Hyderabad, India

July 2018 – September 2021

EXPERIENCE

UI/UX Designer

Surreal Co. International

June 2022 – January 2023

Hyderabad, India

- Collaborating with cross-functional teams to ensure that designs are aligned with client's goals and technical constraints
- Attending meetings with clients
- Researching and consulting clients on which way to move ahead
- Working with developers to ensure that designs are implemented accurately and efficiently
- Designing UI/UX For websites and Applications
- Curating content for website and applications
- Keeping up with design trends and what's new in the industry
- Coming up with design ideas and experience for website projects
- Developing Websites for projects

Skills: Communication · Collaboration · Problem Solving · Critical Thinking · Active Listening · Time Management · Teamwork · Empathy · Adobe XD · Figma · Adobe Illustrator · Adobe Photoshop · Adobe Lightroom · Adobe Premiere Pro · HTML · Cascading Style Sheets (CSS) · WordPress · Elementor · WooCommerce · Shopify

Customer Service Associate

Amazon.com

October 2021 – April 2022

Hyderabad, India

- Interacting with the customers and various departments of the company and coordinating
- To provide customers with appropriate resolutions for their problems as per the company policies
- Creating, managing and resolving follow-ups
- Handling international voice process (North America)

Skills: Customer Service · Leadership · Patience · Conflict Resolution · Empathy · Negotiation · Active Listening · Communication · Time Management · Team Management · Microsoft Word · Microsoft Excel · Microsoft PowerPoint

CERTIFICATIONS AND LICENSES

Soft Skills | *unschool.in*

February 2020

- Developed written and verbal skills that helped me to excel in communicating with others
- Learnt how to solve problems in an efficient manner
- Gained an understanding of conflict resolution

Business Management and Entrepreneurship | *unschool.in*

February 2020

- Understanding of Sales and Marketing for New Business Ventures

- Learnt Advanced Principles of Marketing
- Got to know about Business Innovation: Best Practices in Business Development
- Contemporary Leadership Challenges and Risk Management
- Learnt Ethics in Entrepreneurship

Content Writing and Marketing | *unschool.in*

February 2020

- Helped me to understand the basics of content writing
- Learnt how to set my content apart from the rest

Graphic Design | *unschool.in*

February 2020

- Gained knowledge of the various design tools available online and how to use them
- Learnt how to use platforms such as Adobe Photoshop, Powerpoint, Keynote, and Canva to create mind-blowing digital designs
- Learnt about Web Designing, Corporate Branding, Advertising, and Product Packaging

Data Analysis using R Language | *National Small Industries Corporation*

February 2020

- Learnt Data Visualization and Representation
- Developed understanding of data and its interpretation

Digital Marketing | *Stratadigm*

April 2019

- Learnt to garner new traffic
- Strategies to generate leads
- Got to know how to convert leads, improving sales for a business

Global Financial Markets | *St. Mary's College* | *Finbridge Global*

February 2019

- Developed understanding of smooth operation of capitalist economies
- Learnt allocating resources and creating liquidity for businesses and entrepreneurs

SKILLS

Soft Skills: Communication, Problem management, Time management, Team management, Customer service, Hospitality, Sales, Conflict management, Negotiation

Productivity: Microsoft Word, Microsoft Powerpoint, Microsoft Excel, Slack, Notion

Design: User Interface (UI), Wireframing, User Experience (UX), Axure, Adobe XD, Adobe Illustrator, Adobe Photoshop, Figma, Adobe Lightroom, Adobe Premiere

Research: Usability Testing, Surveys, Interviews, Persona, Contextual Inquiry, Affinity Mapping

Development: HTML, CSS, WordPress, Elementor