



Joana Francener  
service designer  
Cologne, Germany

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Portuguese **native**  
English **fluent**  
German **very good**  
Spanish **good**

Creative Suite  
Sketch | InVision  
HTML | CSS  
MS Office

## Professional experience

2017 - 2018 | COLOGNE - GERMANY

Denkwerk - UX and Service Design

User experience design for voice user interfaces, smart assistants and companion apps. Qualitative user testing and moderation of design thinking workshops.

2015 - 2017 | BERLIN - GERMANY

Creation Center - Deutsche Telekom

Facilitating design thinking workshops, supervising product research and user testing.

2015 | NEW YORK - NY, USA

Film-Makers' Coop Internship

Researching and promoting avant-garde cinema (New American Cinema) through events and social media.

2010 - 2011 | FLORIANÓPOLIS - BRAZIL

Design Possível NGO Internship

Consulting and implementing design to value the local communities's production.

## Education

2011 - 2017 | COLOGNE - GERMANY

BA Integrated Design at KISD -  
Köln International School of Design

2015 | NEW YORK - NY, USA

Visiting student at Parsons, The New  
School for Design, Integrated Design

2010 - 2011 | FLORIANÓPOLIS - BRAZIL

Product Design Technology at IFSC (Instituto Federal de  
Santa Catarina)

## Extra curricular activities

2017 | LONDON - UK

Participated in the Service Design in Business 2017. A conference about harnessing a team's full potential to deliver user centric solutions.

2016 | BERLIN - GERMANY

Participated in the Service Design Jam Berlin, 35 people gather in cross disciplinary teams, to create a service in 48 hours.

2015 | NEW YORK - NY, USA

Organized the Service Design Global Conference, together with the local team based at Parsons School of Design Strategies.