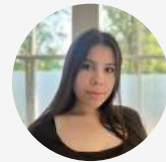


Alexandra Ercoli Caller

Ottignies-LLN 1342
Belgium

ercoliaalexandra@gmail.com
+32470981464



LinkedIn

ICT Business Analyst Junior Background in Information Design Trilingual

Passionate about innovation, design and user experience, I use my ability to listen and my understanding of business needs to design intuitive and effective digital interfaces. My international background has enabled me to develop a creative and adaptable approach, empowering me to propose tailor-made solutions for each project.

Education

Technobel, BE

21 May 2024 — 21 Feb 2025

- Training as ICT Business Analyst

Design Academy Eindhoven, NL

Sep 2021 — Jun 2023

- Master's degree in Information Design

Université Catholique de Louvain, BE

Sep 2020 — Sep 2021

- Master in Strategic Organization Communication

École nationale supérieure des arts visuels de La Cambre, BE

Sep 2016 — Sep 2020

- Bachelor's degree in Visual and Graphic Communication

Work Experience

ICT Business Analyst Intern at Technobel, BE

May 2024 — Feb 2025

- Analysis of business requirements and creation of solutions (BPMN, UML, CRM, ERP).
- Requirements documentation via Jira and SQL.
- Agile collaboration using the SCRUM method.

IT tools used: MS Office, Camunda (BPMN), Planner, Jira, Balsamiq, Draw.io
Environment: Gas Industry, Consulting in Sustainability

Freelance UX/UI Designer at Steellish, NL

Feb 2024 — Sep 2024

- Analyzed customer needs and improved the user interface
- Redeveloped the WordPress e-commerce site
- Created mockups and design concepts for digital interfaces
- Worked on strategic communication and presentation of design ideas
- Managed the product backlog to align with the team's definition of done

IT tools used: Google Workspace, WordPress
Environment: E-commerce, UX/UI Design

Freelance graphic designer at Dutch Invertuals, NL

Aug 2022 — Oct 2022

- Conducted production work for a luxury showcase (Hermès)
- Edited post-production content for making-of projects
- Contributed to a PR campaign for Dutch Design Week 2022
- Developed and presented design concepts to stakeholders
- Collaborated with teams to meet project goals and deadlines

IT tools used: Adobe Creative Suite, Miro, Google Workspace
Environment: Luxury Goods, Design

Languages

French	C2
Spanish	C1
English	C1
Dutch	A2

Certifications

- SCRUM Master I



Skills

Soft Skills

Meeting facilitation
Communication
Problem solving
Organisation Empathy
Analytical thinking
Change Management

Hard Skills

BPMN/UML SCRUM Mock-up/UX/UI
Design Thinking SQL Software Testing
Lean & 6Sigma Figma WordPress
Intro API Intro IA Big DATA ERP/CRM
Jira/Confluence Power BI ETL/SSIS
MS Project Risk Management SSMS