

“ A multidisciplinary journey, where right choice of research methods and good planning are executed by meaningful actors, delivers tangible and winning results.



## KORAY ÖZSOY

### PROFESSIONAL EXPERIENCE

#### GarantiBBVA Technology (İstanbul)

**Feb 2018 - present**

**Expert UX Designer @ Experience Design**

Working Agile in design and research projects on Internet Banking, Mobile Banking and core banking applications. Tutoring on Design Thinking, Simplicity Thinking and Empathy.

**Selected Achievements**

A first in Turkey - SWIFT GPI experience on internet and mobile platforms enabling traceability of cross-border payments.

#### Koleksiyon Furniture (İstanbul)

**May 2017 - Jan 2018**

**Assistant Manager @ Customer Experience**

Established new division to grow internal consciousness for serving customer-centric experiences.

**Selected Achievements**

Companies first field research - B2B customer personas.

Projects to expand digitalization and brand DNA in sales: K- fully equipped sales teams and K- global map.

**Feb 2015 - Apr 2017**

**Assistant Manager @ Communications**

Led team in conventional and digital channels of communication. Was responsible of B2C and B2B e-commerce platforms.

**Selected Achievements**

New corporate web site - 190% increase in duration of stay and page views.

**Jun 2012 - Jan 2015**

**Group Supervisor @ Communications**

Managed tangible and intangible projects in communication.

**Selected Achievements**

Services picked in top 3 by yearly internal questionnaires.

**Sep 2010 - May 2012**

**Supervisor @ Design & Communications**

Worked on design projects & events in local and global platforms. Developed digital marketing strategies.

**Selected Achievements**

Company's 1st SEM strategy - 30% increase in unique web visitors.

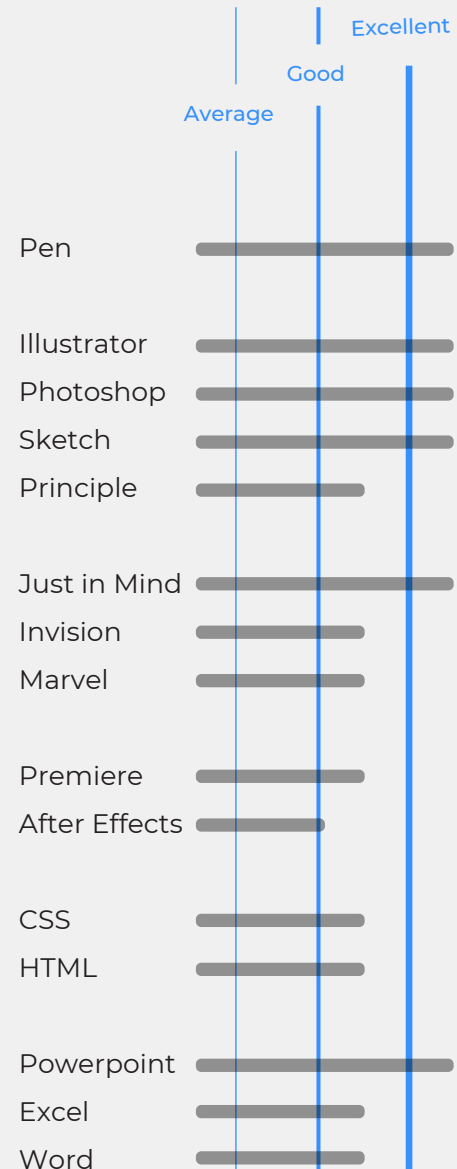
### UX DESIGNER

1983, Turkey  
+90 533 541 82 23  
korayozsoy@gmail.com  
www.korayozsoy.com

### PORTFOLIO

accessible upon request.

### TOOLS



## Design Continuum (Milan)

Apr 2009 - June 2010

### UX Designer

Focused on user interfaces and digital works varying from FMCG products to healthcare devices.

### Selected Achievements

Top 3 of Swiss Technology Award 2011 - New digital interface of Hamilton Medical's SI INTELLIVENT®-ASV.

Jan 2009 - Mar 2009

### Design Intern

Supported the team on various tangible and intangible projects.

## Koleksiyon Furniture (Istanbul)

Aug 2008 - Jan 2009

### Koleksiyon Furniture (Istanbul)

#### Specialist @ Design

Participated in collaboration projects with freelance designers. Was responsible of corporate web site improvements.

## Freelance Designer (Istanbul)

Sep 2006 - Jul 2008

Provided product, brand identity and web services to local companies.

### Selected Clients

Phonomed A.S. : Koterbir - Electrosurgical pen design

Elektra Bikes : Logo, business card, brochure and web site design

## EDUCATION

### Istanbul Technical University (Istanbul)

Sep 2006 - May 2010

### MSc in Industrial Product Design

Thesis- Human-Service Robot Interaction: An Ethnographic Study on Roomba Robotic Vacuum Cleaner in the Domestic Environment in Italy

### Delft University of Technology (Delft)

Sep 2007 - Feb 2008

### MSc in Industrial Design Engineering

Exchange Student in Integrated Product Design

### Selected Achievements

Won the 1st Prize given by Philips Design Department with Robotic Vacuum Cleaner Design: "Myth"

### Istanbul Technical University (Istanbul)

Feb 2002 - Feb 2006

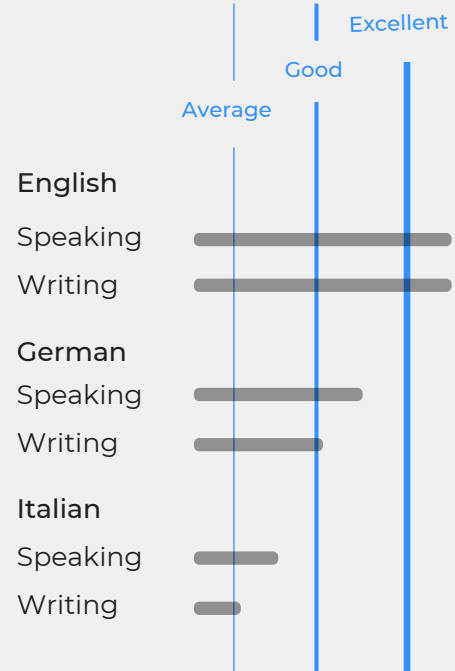
### BSc in Industrial Product Design

### Selected Achievements

Early graduated in 3 years and a half with a GPA of 3,53 / 4,00 – ranked as the 3rd of 38 graduates

Koray Özsoy UX Designer Jan 2020

## LANGUAGES



## REFERENCES

available upon request.

## HOBBIES



## FAQs

Driving License?  
Yes.

Relocation?  
Highly considerable.

Smoking?  
No.