

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



## KORAY ÖZSOY

### UX DESIGNER

1983, Turkey  
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### PORTFOLIO

available upon request.

## PROFESSIONAL EXPERIENCE

### Garanti BBVA Technology (İstanbul)

#### Apr 2021 - present

##### Senior Expert UX Designer @ Experience Design

Working Agile on products in finance targeting at enterprises and digital channels for employees in banking and other internal affairs. Tutoring on Design Thinking and Simplicity Thinking. Coaching young designers on design and research projects.

#### Feb 2018 - Mar 2021

##### Expert UX Designer @ Experience Design

Worked Agile in design and research projects on desktop & mobile banking and core banking applications as well as pension and fleet applications & websites by brand's other affiliates. Tutoring on Design Thinking and Simplicity Thinking.

##### Selected Achievements

Refinement pack on core bank app delivered  
2% reduction on transaction time (150k transactions a day).

A first in the bank - Open banking experience for enterprises on internet and mobile platforms easing traceability of financial accounts & activities.

### Koleksiyon Furniture (İstanbul)

#### May 2017 - Jan 2018

##### Assistant Manager @ Customer Experience

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

#### 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.

#### Jun 2012 - Jan 2015

##### Group Supervisor @ Communications

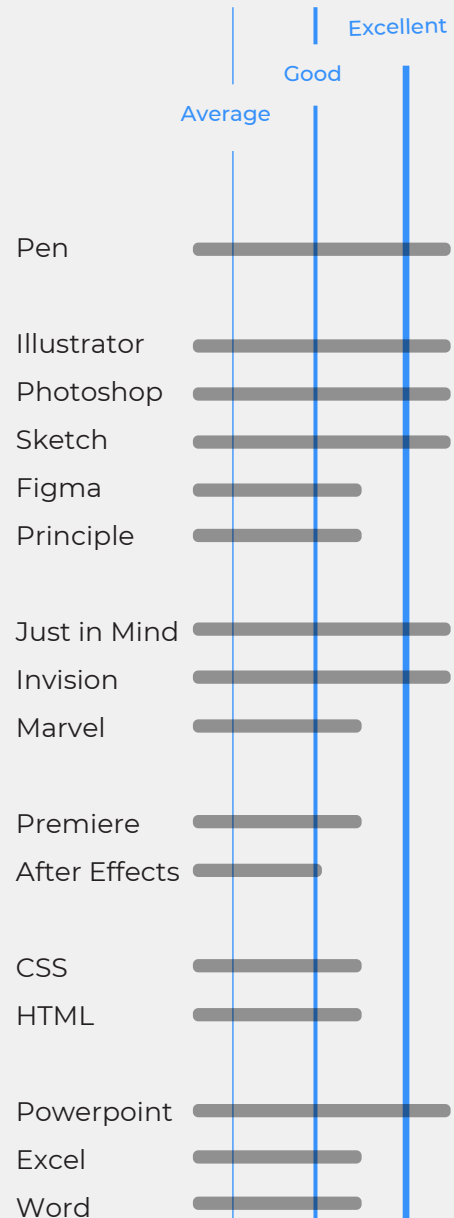
Managed conventional and digital projects in communication.

#### Sep 2010 - May 2012

##### Supervisor @ Design & Communications

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

### TOOLS



## Design Continuum (Milan)

Jan 2009 - Jun 2010

### UX Designer (Intern in first 3 months)

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 S1 INTELLiVENT®-ASV.

## Koleksiyon Furniture (İstanbul)

Aug 2008 - Jan 2009

### Specialist @ Design

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

## Freelance Designer (İstanbul)

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 website design

## EDUCATION

### İstanbul Technical University (İstanbul)

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"

### İstanbul Technical University (İstanbul)

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 Sep 2021

## LANGUAGES



## REFERENCES

available upon request.

## HOBBIES

