

GABRIELA PANCHEVA

UX DESIGNER

ABOUT ME

A UX designer with a passion for creating meaningful experiences through design, that contribute to a smooth and positive customer journey. My unique professional experience stems from years of providing excellent client support, effective problem solving and coming up with 'out of the box' creative ideas.

EDUCATION

UX DESIGN INSTITUTE

2020 - 2021 | Profesional Diploma in UX Design

MANCHESTER METROPOLITAN UNIVERSITY

2012 - 2015 | BA (Hons) Tourism Management with Events

EXPERIENCE

BOOKING.COM

02/2021 - present

Chargebacks Advisor

- Investigate disputed credit and/or debit card transactions
- Lease with suppliers and review rental documents
- Write responses to banks with regards to raised chargebacks and communicate findings

BOOKING.COM

02/2020 - 04/2020

Support Advisor (Supervisor)

- Support a team of 15 CS agents
- Upskill employees on best practices through regular coaching sessions
- Listen to calls, do quality checks and provide feedback to agents with low score
- Take manager escalation calls

BOOKING.COM

09/2016 - 02/2021

Customer Relations Advisor

- Manage and investigate post rental queries by reviewing rental documents, liaising with suppliers and maintaining good relationship with clients
- Review large amount of customer complaints on a daily basis and ensure a fair and quick resolution

✉ gabriela.pancheva@outlook.com

📍 Manchester

🌐 www.gabrielapancheva.com

SKILLS

DESIGN

User Research
Usability Testing
Affinity Mapping
Wire-framing
Prototyping

TECHNICAL

Figma
Sketch
Adobe XD
Adobe Illustrator
Keynote