CURRICULUM VITAE · 2026

Chiara Allegrini

Service / UX / UI Designer

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PROFILE

User-centred designer with 5 years of experience and a strong foundation in service design, user research and experience strategy. I design with function and value first, knowing that aesthetics are most powerful when built on solid thinking. With a background in both agency and in-house environments, I bring structure to complexity and design value-driven solutions. Currently shifting from pure UX/UI to strategic and systemic design challenges.

PROFESSIONAL EXPERIENCE

Service Designer (Freelance) @Dscovr

MAY 2026 – PRESENT · MILAN

- Qualitative market research for clients in the cosmetics and food industries, using in-depth interviews and user diaries.
- Synthesized qualitative data into behavioral insights and opportunity areas, informing client strategy and product decisions.
- Client-facing consulting sessions and research readouts, translating findings into actionable recommendations.
- Adapted research methodologies across different market contexts and client maturity levels.

Service, UX & UI Designer (Freelance) @Aragon Partners

MAY 2026 – PRESENT · ROME

- Led analysis, consulting, and UX/UI redesign of a B2B software platform for multi-year budget planning and forecasting.
- Designed for private entities operating on state-owned infrastructure (airports, logistics hubs), navigating complex regulatory and operational constraints.
- Mapped financial and operational workflows to simplify multi-year budget entry, forecasting, and reporting.
- Balanced stakeholder and regulatory requirements with usability for finance and operations teams.

Freelance Designer (UX, UI & Service Design) @Stratos Software Ltd

MAY 2025 – JUNE 2026 · REMOTE

- Led UX and service design for two enterprise fintech clients, focused on internal operational tools.
- Stakeholder interviews and research to identify inefficiencies in current software workflows.
- Redesigned interface structure and process logic to reflect real-world business needs and user behavior.
- Full-cycle design delivery, from discovery to wireframes, alongside distributed product and dev teams.
- Ensured design decisions supported business priorities while simplifying the end-user experience.

PROFESSIONAL EXPERIENCE

Service, UX & UI Designer @Elmet S.r.l. (Gewiss Group)

OCT 2024 – DEC 2025 · BERGAMO

- Solely responsible for two mobile apps (Chorus Life and Feelspace) linked to a smart platform and digital twin.
- Designed booking, navigation, and purchase flows across B2C and B2B contexts, adapting to distinct user types.
- Mapped user journeys and service ecosystems, turning insights into cohesive features and scalable patterns.
- Aligned user needs with system architecture together with business, tech, and infrastructure teams, including IoT-connected and digital-twin logic.
- Ensured consistency across service touchpoints.

UX/UI Design Consultant @Amaris Consulting S.p.A.

SEP 2022 – OCT 2024 · REMOTE

- Spearheaded UX redesign for Aruba's internal invoicing platform, applying a new Design System.
- Delivered accessibility-focused components (dark mode, WCAG compliance) across multiple user flows.
- Conducted usability testing and integrated feedback into iterative design proposals.
- Translated wireframes into functional UI with cross-team input.
- Balanced compliance, user needs, and technical feasibility in a regulated, high-volume environment.

EDUCATION

Master's Degree in Digital and Interaction Design

Politecnico di Milano · 2020 – 2023 · cum laude

Erasmus Program

TU Eindhoven, Netherlands · 2022

Bachelor's Degree in Industrial Design

Politecnico di Milano · 2016 – 2019

CORE VALUES

Awareness

Critical thinking, intentional choices, continuous learning.

Responsibility

Consistent under pressure, ownership of outcomes, not just tasks.

Empathy

Attention to people and details, designing with care and perspective.

CERTIFICATIONS & AWARD

Google UX Design Certificate

2024

Figma Advanced

2023

First Place, Rancilio Group Workshop

"Espresso Machines of Tomorrow" · 2019

LANGUAGES

Italian

Native

English

Advanced (C1)

SKILLS & METHODS

Service Design · User Research · Design Strategy · UX Design · UI Design · Journey Mapping · Systems Thinking · Co-design · Information Architecture · Design Research · Wireframing · User-centred Design · Prototyping · Accessibility Design · Design-driven Innovation · Design Systems · Agile · Cross-functional Collaboration