ALEKSANDRA KALETA

PRODUCT DESIGNER

Contact

aleksandrakaleta96@gmail.com

alekaleta

Expertise

Design

Figma · FigJam · Figma Make
Wireframing · Prototyping · Design systems · Accessibility

Platforms & systems

ServiceNow · MUI · shadcn/ui · Power BI · SharePoint

UX methods

User flows · Requirements analysis
Heuristic evaluation · Interviews · Workshops

Languages

Polish - native
English - fluent

Interests

Content creation · Storytelling
Books · Dark history
Folklore · Pop culture

About

UX/UI Designer experienced in complex enterprise products and AI-assisted experiences. I turn business and user requirements into clear, intuitive flows, interfaces and prototypes, working closely with product, development and stakeholders.

Experience

Capgemini 2021 - present
UX/UI Specialist

Designing enterprise products across service management, employee experience and AI-assisted support.

Enterprise Experience Management Platform

Designed and evolved a multi-module platform supporting employee experience, service management, monitoring and administration. Worked across complex configuration flows, dashboards, knowledge-management experiences and operational tools, with a focus on consistency, scalability and clear information architecture.

AI-Assisted Service Desk Platform

Led a complete redesign of a legacy service desk platform, deconstructing the existing product, gathering knowledge across the team and rebuilding the experience from the ground up to improve agent workflows. The new platform covered chat, calls, ticketing, knowledge support, admin configuration and integrations with tools such as Nexthink and Systrack.

Certifications

- Advanced Figma - DesignLab
- Mobile UX Strategy — Interaction Design Foundation
- UX/UI Design from Scratch — Software Development Academy
- APMG Facilitation Foundation
- APMG Change Management Foundation

Education

2015 - 2020 BEng in Information and Communication Technology

Silesian University of Technology

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