

ALEKSANDRA KALETA

PRODUCT DESIGNER

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Professional Summary

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.

Work Experience

UX/UI Specialist | Capgemini | 2021 - Present

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.

Skills

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

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

BEng in Information and Communication Technology | Silesian University of Technology | 2015 - 2020

Languages

Polish - native | English - fluent

Interests

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

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