

I'm Francesco Duc, **Service and UX designer**,
I definitely am a **generalist** more than a specialist

Experiences

December 2023 - Now Designer volunteer for Camminare Insieme,
UX/Service design and Strategy for a free clinic NGO

June 2022 - Now UX designer in Corelab, Torino
Working end-to-end on complex project, with a focus on corporate communication and educational platforms/services/experiences

September 2021 - April 2022 Service designer in Oblo agency, Milano
Took part in different research project, defining the methodology and carrying out the activities - mainly with Public sector and NGO clients.

2019 - 2021 Interaction Design Master, EKA, Tallinn.
*Graduated with a policy-design thesis
/ While delivering freelance UX/UI work*

2019, January to July UX/UI designer at Lifetouch, Parma (automotive field)

2015 - 2018 Industrial Design bachelor, University of Bologna

Things I do

UX/service and digital product design:

- wireframing, Information Architecture, mappings and flows
- User research, workshops and co-design activities
- User research sythesis: personas, user flows and such
- Service design methods and tools
- Occasionally UI, Microcopy, technical documentation
- Product ownership
- Experienced with Digital prototyping tools (*Figma and such*)

Languages

Italian mothertongue
English
French
Spanish