

IULIA TVIGUN.

SERVICE DESIGNER & COMMUNICATION SPECIALIST

I see things not as they are but as they could be, which is why I apply service design approaches and communication techniques to build better narratives, services and products so people feel good about how they interact with your company every day.

GET IN TOUCH:

Call MD: 00 373 79 50 47 19

Call UK: 00 44 07547 146 777

Email: iulia.tsvigun@gmail.com

LinkedIn: Iulia Tvigun (Tsvigun)

Portfolio: iuliatvigun.wixsite.com/design

SERVICE DESIGN INNOVATION MASTER'S DEGREE @ RAVENSBORNE UNIVERSITY LONDON

www.ravensbourne.ac.uk

London, UK
September 2019 - December 2020

I learned how to interpret a design brief, conduct design research, prototype services, (blueprint, journey maps, storyboards), manage a project, work with clients, facilitate workshops, and work collaboratively with designers and non-designers.

My Master's degree was funded by the Foreign & Commonwealth Office of the UK through the Chevening Award.

COMMUNICATIONS AND OUTREACH SPECIALIST @ OPEN JUSTICE PROJECT | MILLENNIUM DPI PARTNERS

www.justitietransparenta.md

Chisinau, Moldova
August 2018 - September 2019

I wrote articles and interviews for the justice-themed website 'Justie Transparenta' (on Wordpress) and its social media pages, I produced and distributed relevant publications, organized events, produced weekly, quarterly and annual reports. I also supervised the undertaking of a public opinion survey on the justice sector in Moldova. The biggest challenge and fun was the development of two animated videos about two IT products/services designed for the Moldovan courts and litigants - the Integrated Case Management System (PIGD) and E-File (E-Dosar). One of them can be found here.

GRAPHIC DESIGN @ D-SPIRIT GRAPHIC DESIGN SCHOOL

www.d-spirit.md

Chisinau, Moldova
March - July 2017

I learned typography & lettering, composition, color theory, drawing, Adobe Illustrator and Photoshop, and how to read a client's brief. I also made good connections with fellow designers. But most importantly, I realized that I don't want to be a graphic designer.

PUBLIC SPEAKING @ ARTA VORBIRII

[www.facebook.com/
Arta.Vorbirii](http://www.facebook.com/Arta.Vorbirii)

Chisinau, Moldova
December 2017

I geeked about Romanian grammar and trained my public speaking skills.

2020

2019

2018

2017

LEGEND: WORK EXPERIENCE | EDUCATION & COURSES

COMMUNICATION SKILLS:

Editing publications
Public speaking
Copywrite & storytelling
Strategic communication
Web & social media management

DESIGN SKILLS:

Design research
Prototyping
Project management
Workshop facilitation
Critical & design thinking

SOFTWARE SKILLS:

Ai, Psd, Id, Canva,
Miro, Trello, Slack,
Notion, Hootsuite

LANGUAGES:

Native Romanian & Russian
Fluent English
Basic German & French

MEDIA AND DIASPORA OUTREACH ASSISTANT @ IOM - UN MIGRATION AGENCY

www.moldova.iom.int

Chisinau, Moldova
November 2015 - June 2018

I redesigned and managed the IOM's website (on Drupal), and strengthened its social media presence. I designed leaflets, infographics, and academic publications. I introduced trilingual communication (Romanian, Russian, and English) and stressed the importance of better visual communication. I organized many public events - contests, workshops, conferences, and fairs. I collaborated with UN agencies, CSO, and the Moldovan government. I managed grants and project consultants. In 2018, I assisted the mission in adopting the new brand - UN Migration Agency.

DIGITAL COMMUNI- CATION @ ROCKIT ACADEMY

www.facebook.com/academiarockit

Chisinau, Moldova
January - February 2015

I learned about social media management, big data & analytics, marketing, UX/UI, SEO, storytelling, and made connections in the digital communications field.

PROJECTS AND MEDIA ASSISTANT @ BRITISH EMBASSY IN CHISINAU

www.facebook.com/BritishEmbassyChisinau

Chisinau, Moldova
November 2014 - May 2015

I supported the planning, development and delivery of the bilateral and Conflict Pool-funded projects. My main task was to organize the Summer and Winter Schools for Young Leaders and the Debates Forum. Other tasks such as supporting the Embassy's small grants scheme and the work of the Public Relations Officer applied.

ANTHROPOLOGY, BACHELOR'S DEGREE @ HIGH ANTHROPO- LOGICAL SCHOOL

www.biblioteka.education/en

Chisinau, Moldova
September 2011 - July 2014

I learned that there is a great deal of people and cultures around the world that speak, think, and live differently; and that all of them matter. Anthropology, as a discipline, gave me tools to study the world around me (ethnography) and trained me to apply critical thinking in other people's work and in my own.

2016

2015

2014

2013