

CONTACT

📍 Güterstr. 2, 75177 Pforzheim, Germany

✉ work@erinetchygnoumba.com

☎ [+491703238904](tel:+491703238904)

🌐 [LinkedIn](#)

🌐 Portfolio: erinetchygnoumba.com

DESIGN & VISUAL

- Figma
- Photoshop
- Illustrator
- InDesign
- Canva
- Typography
- Color Theory
- Visual Design
- HTML Basics
- Adobe Creative Suite
- User Interface Design

UX METHODS

- Wireframing
- Prototyping
- User Flows
- User Research
- Usability Testing
- A/B Testing
- Responsive Design
- Personas
- Journey Mapping
- Interviews
- Interaction Design
- Design Handoff

STRATEGY & FOUNDATIONS

- Design Thinking
- Design Systems
- UX Principles
- Accessibility
- Information Architecture

PROJECT MANAGEMENT

- Scrum / Agile
- Kanban
- Trello
- Slack
- MS Teams

OTHER TOOLS

- Framer
- WordPress
- Wix
- Shopify
- Zendesk
- Xentral ERP
- Google Ads
- MS Office
- Google Analytics

LANGUAGES

French	Native
English	C2 / Bilingual
German	B2-C1

SOFT SKILLS

- User empathy
- Creativity
- Cross-cultural communication
- Attention to detail
- Problem-solving
- Stakeholder communication

UX PROJECTS

- Drip & Dine — UX Research · Responsive Design · Hi-Fi Prototype
- Food & Juice — Mobile App · Design System · Hi-Fi Prototype
- Inês Santos Coaching — Website redesign · UX audit

Erine Tchygnoumba

UX/UI Designer & Product Designer | Customer Insights → User Experience

UX/UI Designer with 4+ years translating customer insights into user-centered digital experiences across e-commerce and product environments. Experienced in user research, journey mapping, localization, and cross-functional collaboration to improve usability and support market expansion. Trained in product design at WBS Coding School with hands-on experience in Figma, prototyping, usability testing, and design systems.

EDUCATION

UX/UI Product Design Bootcamp

WBS Coding School | Düsseldorf, DE | 05/2026 – Present (08/2026)

- Hands-on training in user-centered design using Figma: wireframing, prototyping, interactive flows, and style guides
- Conducted user research through surveys and interviews; synthesized findings into personas and journey maps

B.A. Marketing Management (Semesters 1–4, Ended)

Hanze University of Applied Sciences, Groningen, NL | 09/2019 – 12/2020

Fontys University of Applied Sciences, Venlo, NL | 09/2023 – 04/2024

- Grounded in market research, consumer behaviour, and customer persona development, directly transferable to UX research and user-centered design
- Applied design thinking and brand concepting through real-company briefs; exposure to digital marketing strategy, web design fundamentals, and content strategy

EXPERIENCE

Customer Support Specialist & UX Contributor

Yuma GmbH (E-commerce, Solar Energy) | Cologne, DE | 10/2024 – 10/2025

- Conducted qualitative user research with 100+ French customers to identify cultural friction points, directly informing UX improvements and localization strategy for Yuma.fr
- Co-designed and localized the French market homepage, improving product clarity and supporting the launch of a new European market
- Mapped and redesigned pre- and post-sales user journeys, reducing repetitive support requests and improving onboarding clarity
- Collaborated cross-functionally with marketing on automation and content initiatives, improving internal workflow efficiency

Working Student — Marketplace Management

Everbrent GmbH (E-Commerce) | Cologne, DE | 01/2024 – 04/2024

- Audited and restructured 50+ Amazon product listings, applying information architecture principles to improve content clarity, keyword relevance, and searchability
- Supported French market operations on Amazon, ensuring consistency and pricing accuracy across all catalogue entries

Customer Care Agent

Pixelnauten GmbH (Software Company) | Düsseldorf, DE | 01/2022 – 08/2023

- Identified and documented recurring usability issues reported by software users, synthesizing patterns to support product improvement decisions
- Delivered multilingual technical support (French, German, English) to diverse user groups, translating complex issues into clear, actionable solutions

Sales Assistant

Subdued | Düsseldorf, DE | 07/2020 – 12/2021

- Developed active listening and empathy skills through high-volume face-to-face customer interactions, a direct foundation for user-centered thinking