

EMMA TELI

SERVICE & UX DESIGNER



I am a **Service Designer**, graduated from **Politecnico di Milano**, with a master's degree in **Product Service System Design**.

I am fascinated by the **power of design** that it keeps showing me day after day, and by the **social and organisational impact** it has as a **driver of change**.

ABOUT ME

Place and date of birth:
Sondrio, December 23, 1997

Nationality: italian

Living in: Milan (MI)

LANGUAGES

ITALIAN

Mother Tongue

ENGLISH

C1 Professional working proficiency

FRENCH

Elementary proficiency

EDUCATION

2019 - 2022 Politecnico di Milano
MILAN MASTER DEGREE - **Product Service System Design**
ITALY grade **110/110**

10/14/2018- Technische Hochschule Ostwestfalen-Lippe
10/20/2018 **PUD CAD Workshop**
DETMOLD **Inclusive design workshop** for the conscious design of
GERMANY spaces and products for people with disabilities

2016 - 2019 Politecnico di Milano
MILAN BACHELOR DEGREE - **Interior Design**
ITALY grade **108/110**

2011 - 2016 **Liceo Scientifico Scienze Applicate** Carlo Donegani
SONDRIO High School Diploma
ITALY grade **83\100**

EXPERTISES

Product service system Design

UX/UI Design

Business & digital user innovation

Workshop design and facilitation

Data analysis & visualisations

Accessible design and code assessments

EXPERIENCE

August 2022- present **FINSA S.p.A.** - Full time
MILAN, ITALY **Service and UX Designer**
I design **digital products and services**:

- through **all the design stages, from research to release on the market;**
- Always in the **frontend with the customer;**
- **managing and leading** teams.

I also carry out **data analysis and visualisation** projects and **accessibility assessments**.

April 2022- August 2022 **FINSA S.p.A.** - Cococo
MILAN, ITALY **Service and UX Designer intern**
I collaborate in several **innovation projects** as a **service and UX/UI design consultant**

SOFT SKILLS

teamwork problem solving
adaptability flexibility
fast learning curiosity
leadership achieving goals
meet deadlines


TECHNICAL SKILLS


Adobe suite
Miro / Mural
Figma
HTML/CSS

PORTFOLIO


<https://emmateli.com/>

PERSONAL INTERESTS

 I love painting and drawing freehands

 I love animals and support animals rights

CONTACTS

 **Phone:**
+39 349 344 7024

 **E-mail:**
emmatelimail@gmail.com

 **Emma Teli**

May 2021 -
December
2021
MILAN,
ITALY

FONDAZIONE POLITECNICO DI MILANO - Cococo

Junior Service Designer

I worked on a **service design** and **change management project** for an international **animal health company**.

I collaborated in the **design and co-facilitation of workshops** and of an **hybrid event**.

Feb 2021
- May 2021
MILAN
ITALY

DIPARTIMENTO DI DESIGN POLITECNICO DI MILANO - Internship

Service Design Intern

I conducted research and reports on **service design for organisational change topic and animal health market trends**. I further collaborated in the **design and co-facilitation of workshops**.

2017-2020
SONDRIO
ITALY

ILLUMINA S.R.L. - occasional collaboration contract

I worked for a lighting design company collaborating on:

- lighting design projects
- visualisations & modelling
- Retail

Sep. 2019
SONDRIO
ITALY

Massimo Palladini Architetto - Internship

Interior and product design intern

AWARDS & PROJECTS

June 2021

2021 Student Service Design Challenge

My team won the **third prize** of an international competition for service design students launched by Philips in partnership with IBM

Our project was **Miyo**, an **online platform that enables children and their caregivers to act together towards a sustainable and extended lifecycle for toys**.



April 2020 -
May 2020
MILAN
ITALY

MILAN DESIGN WEEK - Fuori Salone TV

The **exhibition "Home for uncertain times 2035"** has been selected to be exhibited at the Fuori Salone TV of the Design week 2020

Nov. 2019
Gen. 2020
MILAN
ITALY

COMBO Ripa di Porta Ticinese, 83 & Politecnico di Milano

I was selected, with 5 other colleagues, to **design and curate the exhibition "Home for uncertain times 2035"** of the PSSD Master Degree's Innovation Studio