Matteo Martinelli

UX Specialist

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Technology professional with over 10 years of experience in frontend development, product design, and project management.

Possessing excellent problem-solving and technical diagnostic skills, gained from managing SaaS platforms and providing direct user support.

My background has given me a deep understanding of user needs and the ability to translate complex issues into clear, actionable solutions.

Work Experience

UI/UX Designer & Design System Manager @ Chialab / Zanichelli (2019 - 2023)

- **Collaborated daily with development teams** to identify, document, and resolve usability issues and bugs on the platforms.
- Translated complex user needs and pain points into clear **technical specifications and design solutions** for a 40-person team.
- **Managed the design system documentation**, providing guidance and internal support to designers and developers to ensure proper implementation.

Skills

UX methodologies	User Feedback Analysis	Technical Documentation & User Guides
Direct User Support (Email, Chat)	Bug Reporting	Ticket Management (Jira, GitHub, ...)

Co-founder & Frontend Developer @ Youston & Edit (2015 - 2019)

- Acted as the first line for users and developers for our "Edit" SaaS platform, directly handling **UI/UX feedback**, bug reports, and assistance requests.
- Diagnosed and **analyzed technical design issues** reported by customers, implementing solutions and workarounds.
- Maintained a direct **communication channel between users, designer and developers** to gather requirements and improve our products, increasing quality.

Personal Projects

Agorá Digitale (2 yrs)
Participated in mapping Open Public Data across Italian cities and collaborated in creating the italian “Freedom Of Information Act”

Berlin to Border (1 yr)
As a **volunteer**, I assisted with organizing and shipping humanitarian aid to Ukraine for the organization Berlin to Border.

RebootFm (1 yr)
As a **volunteer**, I assisted with managing the historic independent radio station in Berlin: RebootFm.

Noir Market (1 yr)
Event Helper **volunteer** to fundraise money for high priority materials and expensive tools to send as humanitarian aid in warzones.

Radio Croccante (3 yrs)
Developed a community web radio to give under-represented artists an indipendent safe space to perform and showcase their work.

Education

Languages

Italian ..... Native

English C1

German B1

French B1

Spanish B1

Environment and Social Sciences

Master Degree - University of Bologna
2014

International cooperation and development

Bachelor Degree - University of Bologna
2011