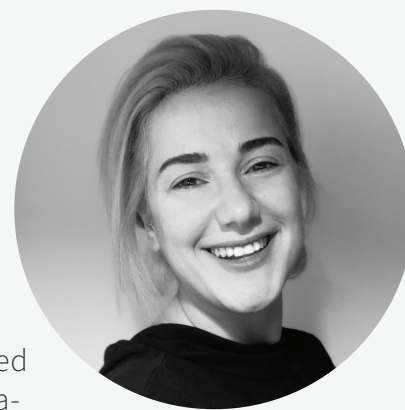


## SENIOR PRODUCT DESIGNER

# Hello, I'm Çağrı Mercan

Senior Product Designer with 9 years of experience delivering results-driven digital and tangible solutions. Based in Berlin, experienced in various industries, bringing unique perspectives to projects. Passionate about creative problem-solving.



## WORK EXPERIENCE

### **N26** | Senior Product Designer Sep '21 - Current

As a Senior Product Designer at N26, Germany's second most valuable bank, I have supported two cross-functional teams in enhancing the customer experience for the acquisition and localisation processes. I have also played a role in a project to improve the end-to-end discovery to delivery process within the company.

### **GarantiBBVA** | Senior UX Designer Aug '19 - Aug '21

As a Senior UX Designer at GarantiBBVA, Turkey's second largest private bank and part of the global BBVA group, I have been focused on enhancing the overall customer experience. I have extensive experience in both app and web design, having contributed to projects such as website renewal, improvement of the onboarding and search experience, and sales initiatives.

### **TAV Technologies** | UX/UI Designer May '18 - Aug '19

At TAV Technology, I work as a one-person design team to create aviation operation systems for B2B clients worldwide. My focus is on optimizing operations and increasing efficiency by addressing pain points in the processes. I have participated in three significant projects, including a CRM system for RIGA Airport, a Real-time Resource Management solution for TGS (Ground system of Turkish Airlines), and the development of TAMS, a TAV proprietary product.

### **LAV** | Product Designer Oct '16 - May'18

As a Product Designer, I have been involved in four end-to-end product creation processes at LAV, a leading Glassware producer in Turkey and Europe.

### **Park Kent** | Product Designer Sep '13 - May '16

At Park Kent, a producer of urban furniture, I served as a Product Designer responsible for the entire design process, from research to final product. My work included interactive playground projects and a fitness coach app.

## EDUCATION

### **METU** | Industrial Design (B.S.)

Sep '09 - June '13

### **UVa** | Industrial Design (Exchange)

Feb '12 - July '12

## CERTIFICATES

### **N/N Group**

Building the Right Things

Sept '20

Design Tradeoffs and UX Decision Frameworks

Sept '20

Storytelling to Present UX Work

Jun '21

Analytics and User Experience

Aug '21

Customer Journey Management

March'22

### **IDEO**

Impactful Communication

Sept '22

## LANGUAGES

**Turkish** native

**English** advance

**Spanish** beginner

## CONTACT

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