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Camila Mosso



USER-CENTERED
SERVICE & EXPERIENCE DESIGNER

ABOUT

I believe every interaction can add up to a whole experience that has the potential to leave a mark on our lives. I use empathy as a tool to connect with users' needs and translate them into relevant solutions.

I'm an analytical person and a resourceful problem solver at heart. I enjoy working with my hands and working in collaborative teams where I try to get the best out of people.

SKILLS

Concept Development
Creative Problem Solving
Divergent Thinking

Teamwork and Communication

Facilitating co-creation sessions.
Presenting concepts and products
Multidisciplinary and Intercultural Teamwork.

(User) Research

- Qualitative research
- Research through design
- User Needs finding

RESEARCH TOOLS

- Ethnography
- Usability testing
- Observation in context
- Experience and empathy mapping

Prototyping

Programming	••
Graphics and Layout	••••
3D modeling and Generative Design	•••••
Physical Mockups and Models	••••••
Rapid prototyping	••••••
Textiles and tailoring	•••
Microcontrollers and electronics	••••
3D modeling and Generative Design	••••

SOFTWARE



Rhino 3D



Autodesk
Inventor



Grasshopper



Adobe Suite

Languages



Spanish
NATIVE



English
FLUENT



Dutch
A2

Nationality: Dutch, Chilean

2019

User Experience Designer



Internship: Dans Museum,
Nederlandse Dansdagen

I facilitated a design sprint to define user needs and the concept around the DansMuseum experience. A book containing literature and activities for the reader to reflect upon the difficulties of registering movement for archive purposes.

2018 -2019

Supervisor and Organization Assistant



Young Brainport Summer
School,
Brainport Development

Supervisor and organization assistant in a week where an intercultural group of 40 High School Students get acquainted with the industry at Brainport Eindhoven region.

2014

Exhibition Assistant



TUe, ByBorre, Daan
Spangenberg Graphics,
and WANT

• **BB.Suit 0.2 infographics' contents.**
• Exhibition **prototyping and set up.**
BB.Suit 0.2 was presented at the Beijing Design Week and Dutch Design Week in 2014.

2013-2014

Student Assistant and Research Wearable Senses



Internship: Industrial
Design Department, TU/e

Research consisting in comparative observations on the student-master relationship present in Chilean weaving tradition and Fab Labs.
Assist students in the use of textile machinery and advise them on suitable materials and technology for their projects

2011

Assistant in Creation and Restoration of Stained Glass



Laboratorio de
Conservación de Vitrales
Espacio Transparente

I participated in the **making and restoration of stained-glass windows** in two projects:

- Town Hall of Providencia Municipality in Santiago, Chile
- A Hotel in Futaleufú, Chile

EDUCATION

MA Arts and Heritage: Policies, Management and Education

Maastricht University
45 ECTS
2016-2020



I completed the entirety of the courses where I focused on complementing my design thinking knowledge with educational theories.

- **Cultural Education:** Elaboration of an educational program for the Textile Museum Tilburg.
- **Marketing:** Development of a Marketing Strategy for Imagine IC.
- **Cultural Policies:** Analysis of Strijp-S' cultural policies.

MSc Industrial Design TU/e

Eindhoven University of Technology
(withdrawn in good standing)
2014-2015

I completed the following courses:

- **Service 2.2:** Research on the clarity of traveling information offered to NS International travelers.
- **Design for Social Interaction in Public Spaces:** Installation in collaboration with students at the Jiangnan university
- **Sensors for Wellbeing.**
- **Intercultural Markers in the design Process.**
- **Constructive Design Research:** From the Lab, Field and Showroom.
Withdrawn in good standing to focus my professional interest in educational experiences in Maastricht.

BSc Industrial Design TU/e

Eindhoven University of Technology
2011-2014

I focused in exploring my identity as a designer. In my projects I explored the topics of:

- Impacts and value of technology implementation
- Craftsmanship
- Emotional connection with products and services.
- Sensory Experiences

Bachelor Industrial Design

Universidad de Chile
142,5 ECTS



(I continued my industrial design
education in Eindhoven)
2008-2011

I participated in several **social design** projects in real world settings such as the aftermath of the 2010's earthquake in Chile.

These years were vital to form a solid foundation in:

- Concept development
- User-centered design and developing an empathic mindset.
- Technical skills such as rendering and prototyping
- Experience in the use of power tools

PERSONAL INTERESTS

