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Eindhoven, The Netherlands



Camila Mosso

HUMAN-CENTERED SERVICE 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.

HUMAN-CENTERED DESIGN AND DESIGN THINKING

Finding user needs
Persona creation
Experience and Empathy Mapping
Customer Journey maps

PROTOTYPING

- Graphics and Layout ●●●●
- 3D modeling and Generative Design ●●●●
- Physical Mockups and Models ●●●●
- Rapid prototyping ●●●●●
- Textiles and tailoring ●●●●●
- Microcontrollers and electronics ●●●
- Miro, Mural, Coda.io ●●●●
- Wordpress ●●●●
- Programming ●●

SOFTWARE



Rhino 3D



Autodesk Inventor



Grasshopper



Adobe Suite

LANGUAGES



Spanish
NATIVE



English
FLUENT



Dutch
A2

Nationality: Dutch, Chilean

EXPERIENCE

2020-2021
Service designer and Co-founder of Ask your Audience



Ask your Audience is a service that empowers cultural institutions to offer audience centered experiences by guiding them in mapping out goals, challenges and opportunities that give them a better understanding of their visitors.

2021
Freelance Service Designer

I assist clients in concept development, prototyping and testing.

2019-Present
Freelance Illustrator

I participated in 2 projects that have been published and regularly create illustrations based on prompts and personal inspiration.

2019
Service Designer



I facilitated and led a design sprint to define user needs and the concept around the DansMuseum Book.

Internship: Dans Museum, Nederlandse Dansdagen

2018-2019
Supervisor and organization assistant



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

Young Brainport Summer School, Brainport Development

2014
Exhibition Assistant



- BB.Suit 0.2 infographics' contents.
- Exhibition prototyping and set up.

TUe, ByBorre, Daan Spangenberg Graphics and WANT

BB.Suit 0.2 was presented at the Beijing Design Week and Dutch Design Week in 2014.

2013-2014
Student assistant and Research



Research consisting of comparative observations on the student-master relationship present in Chilean weaving tradition and Fab Labs.

Industrial Design Department, TU/e

Guide students in the use of textile machinery and suitable materials and technology for their projects.

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

MSc Industrial Design Eindhoven University of Technology

(withdrawn in good standing)
30 ECTS
2014-2015



I completed the following courses:

- **Service 2.2:** Research on the clarity of traveling information offered through the NS International app to their international travelers.
- **Design for Social Interaction in Public Spaces:** Interactive installation in collaboration with students at the Jiangnan university in China
- **Sensors for Wellbeing.**
- **Intercultural Markers in the design Process.**
- **Constructive Design Research:** From the Lab, Field and Showroom.

Withdrawn in good standing to focus on my professional interest in the study of design as an educational experience in Maastricht.

BSc Industrial Design 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.
- The future of craftsmanship in the context of digitalization.
- Emotional connection with products and services.
- Sensory Experiences.
- Digital Design

I presented my final bachelor project (Weve) during the Night of the Nerds, a tech event for teenagers held in Eindhoven

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 rapid prototyping
- Experience in the use of power tools

PERSONAL INTERESTS

