

CONTACTS



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PORTFOLIO



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JULIE JACICKOVA

SUMMARY

Interactive designer who builds engaging interactive experiences. Skilled in UX design (Figma), game development (Unity, Unreal), and prototyping. Background in customer service and administrative support roles brings real empathy for user frustration and problem-solving under pressure with strong communication skills.

SKILLS & TOOLS

- Native Czech speaker, English C1 (Cambridge Advanced, July 2025)
- 5+ years in customer-facing and administrative roles - developed strong communication skills, learned to handle pressure, and got good at managing stakeholder expectations
- Figma - UI/UX design, design systems, component libraries, prototyping and animations. I've built systems from scratch and worked within existing ones.
- Adobe Creative Suite (Photoshop, Illustrator, After Effects, Premiere Pro) - graphic design, video editing, motion graphics, vector work. Comfortable across the full suite.
- Unity (C#) - 2D, 3D, and VR projects. I've built interactive mechanics, designed scenes, and worked with multiplayer functionality.
- Unreal Engine - level design, Blueprint scripting, environmental design, lighting. Still learning but can build functional scenes.
- Blender - 3D modelling, UV mapping, materials and textures. Solid enough to create assets for projects.
- Web development - HTML, CSS, JavaScript, some Python. Confident to prototype ideas and collaborate with developers effectively.
- Collaboration tools - Microsoft 365, Google Workspace, Slack, Jira, Miro. Used these for project coordination and team communication across multiple projects.

WORK EXPERIENCE

Fast Forward Scotland/ Web Application Developer Freelance

- Built an educational browser-based game using HTML, CSS, and JavaScript
- Created custom visuals and user flows for teenagers aged 14+ and cooperated with creative departments to create suitable scripting and technology for the application
- Participated in testing sessions and adapted design based on feedback
- The games received positive feedback among the students and was introduced to 4+ schools across Scotland

Quality & Return Operations Specialist

Amazon UK Services Ltd. | 2023 –2025 | UK

- Assessed product quality and determined appropriate resolution paths for customer returns (resale, refurbishment, or disposal) based on condition analysis and Amazon protocols
- Inspected high-value items and escalated complex cases to Problem Solve team, ensuring compliance with internal standards and accurate processing
- Analyzed customer return reasons and product discrepancies to identify root causes and prevent recurring issues
- Maintained consistent quality and productivity metrics in high-volume environment, handling hundreds of items daily
- Ensured accurate documentation and repackaging standards across all processed returns
- Managed customer-facing support, stock handling, and quality control tasks

Hospitality & Guest Experience Associate Syft Ltd. | 2022–2024 | Edinburgh

- Worked across hotels, events, and hospitality venues - learned to quickly understand different systems, workflows, and user needs in each environment
- Handled guest interactions in a professional matter and developed strong communication skills
- Adapted to different teams and operational standards constantly, which taught me to pick up new tools and interfaces fast
- Managed high-pressure situations during events and peak periods - learned to stay calm, prioritize, and make quick decisions under stress
- Built understanding of end-to-end user journey in hospitality context, from first touchpoint to checkout

Digital Skills Coach (Volunteer)

ACE IT & City of Edinburgh Council | 2022–2023 | Edinburgh

- Delivered 1:1 and group sessions focused on digital skills (laptops, tablets, Microsoft 365, online security)
- Developed customized learning materials based on individual user needs
- Supported users with digital onboarding and content usage basic
- Received great feedback from my students about their improvement in a digital literacy

EDUCATION

EDINBURGH NAPIER UNIVERSITY - SCOTLAND, UK

Bcs(Hons) | 2023- 2026

Digital Media and Interaction Design

-Student representative

EDINBURGH COLLEGE - SCOTLAND, UK

| SCQF level 8 | 2021- 2023

HND Digital Design and Development & NC Software Development and Digital Design

PROJECTS HIGHLIGHTS

VR Parenting Simulation

Honours Project (2025-2026)

- Designed interactive simulation for VR with created rigged baby avatar with realistic features and movements
- The case study was analysing users empathy towards the avatar

3D Virtual Experience of Craiglockhart Campus

Napier University (2022 – Academic Project)

- Designed and built a 3D interactive gallery using Blender and Unity
- Focused on user interaction, navigation, and immersive experience

Digital Literacy Coaching

ACE IT (project: Work Wise Scotland)(2022–2023)

- Took part in innovative digital project for training digital literacy with structured curriculum to develop solid skillset for independent use of softwares and improving employability for students (
- Customized learning plans to user needs, focusing on Microsoft 365 and internet safety