

# Faïza MANSOURI

## LEAD UX DESIGNER | UX BUSINESS ANALYST | ACCESSIBILITY SPECIALIST

French citizen – Luxemburg / Brussels / Remote

+33662785756 – faizam.design@gmail.com – [www.faizam.net](http://www.faizam.net) – [www.linkedin.com/in/faiza-mansouri/](https://www.linkedin.com/in/faiza-mansouri/)

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**PROFESSIONAL SUMMARY** *Lead UX Designer and Senior UX/UI Consultant with over 10 years of experience delivering digital products and services in complex institutional and international environments. I specialise in turning business needs, stakeholder expectations, and complex processes into clear, accessible, and user-centred experiences. My background combines UX design, business analysis, accessibility, interface design, and close collaboration with multidisciplinary teams.*

*I am particularly strong in structuring complex projects, aligning stakeholders, and producing high-quality UX/UI deliverables from requirements gathering to wireframes, prototypes, and implementation support. I have advanced expertise in Figma and a growing focus on AI-supported design practices to improve ideation, workflow efficiency, and the quality of UX deliverables.*

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### CORE SKILLS

- UX Strategy
  - UX/UI Design
  - Business Analysis
  - Requirements Gathering
  - Stakeholder Management
  - User Research Support
  - User Journeys
  - User Flows
  - Information Architecture
  - Wireframing
  - Prototyping
  - High-Fidelity Mock-ups
  - Responsive Design
  - Accessibility
  - RGAA / WCAG
  - Adobe suite
  - Usability
  - Design Consistency
  - Design Documentation
  - Design Handover
  - Cross-functional Collaboration
  - Workshop Facilitation
  - Figma
  - AI-assisted Design Workflows
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### TECHNICAL SKILLS

- Design & Prototyping: Figma, Adobe Creative Suite, Canva
  - Front-end & Collaboration: HTML5, CSS3, Angular, Bootstrap
  - Accessibility & Testing: RGAA, WCAG, NVDA, accessibility testing
  - UX Delivery: wireframes, interactive prototypes, user flows, functional documentation, design handoff
  - AI for Design: AI-assisted ideation, UX content structuring, documentation support, workflow acceleration
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### TOOLS & METHODS

- **Tools:** Figma, Adobe Creative Suite, Canva, HTML5, CSS3, Angular, Bootstrap, NVDA
  - **Methods:** user-centred design, requirements gathering, wireframing, prototyping, accessibility, design documentation, cross-functional collaboration
  - **Accessibility:** RGAA, WCAG, accessibility testing
  - **AI:** AI-assisted ideation, workflow support, content structuring, UX documentation support
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### PROFESSIONAL EXPERIENCE **Lead Senior UX Expert and Business Analyst Consultant**

Mar 2019 – Sep 2025

*European Commission, Brussels – Erasmus+ and European Solidarity Corps financial programmes*

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- Led UX/UI design activities for complex multi-platform digital services in an international institutional environment.
- Analysed user needs, business processes, and functional requirements to define user-centred and business-aligned solutions.
- Gathered, clarified, and prioritised stakeholder needs in collaboration with internal teams.
- Worked closely with business managers, analysts, developers, and project managers in cross-functional delivery teams.
- Produced user flows, wireframes, high-fidelity mock-ups, interactive prototypes, and supporting design documentation.
- Ensured consistency across interfaces, visual standards, and institutional branding guidelines.
- Applied accessibility principles and translated complex issues into intuitive and accessible interfaces in line with RGAA guidelines.
- Supported implementation teams through design handover, requirement clarification, and iterative improvements.
- Used Figma extensively for interface design, prototyping, screen structuring, and UX/UI consistency.
- Contributed to more efficient design workflows through AI-supported ideation and content structuring methods.

## UX/UI Designer

Aug 2017 – Mar 2019

*Committee of the Regions, Brussels – KIKLOS / MyCor*

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- Designed user interfaces for institutional platforms and interactive digital tools.
- Gathered, analysed, and prioritised stakeholder requirements and user feedback.
- Delivered accessible and responsive designs aligned with user needs and brand guidelines.
- Produced wireframes, mock-ups, and prototypes to support design validation and project delivery.
- Improved usability, interface clarity, and consistency across digital products.
- Collaborated with project stakeholders and implementation teams to ensure design feasibility and quality.

## Project Manager Print and Digital – R&D

Nov 2015 – Dec 2016

*Epresspack, Paris – Multiple PR Agencies*

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- Led the redesign of digital press release templates for web and email distribution.
- Coordinated cross-functional teams and ensured on-time delivery.
- Managed digital deliverables with a focus on clarity, consistency, and quality.
- Produced documentation to support project execution and continuous improvement.

## Webmaster and Communication Manager

Oct 2013 – Oct 2015

*Orba Informatique, Paris – Website and Social Media*

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- Managed websites and social media channels while ensuring content quality and brand consistency.
- Designed visuals for multichannel communication across print and digital media.
- Implemented website improvements to enhance user experience and engagement.
- Supported the optimisation of digital content and online presence.

## Graphic Designer

Apr 2012 – Sep 2013

*RMC Sport, Paris – Digital sport news paper*

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- Designed visual assets for digital sports content.
- Produced and formatted editorial content for publication.
- Reviewed page layouts and visual materials to ensure consistency and quality.

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## EDUCATION

- 2026 – Certification in Figma
- 2025 – Certification in Accessibility Testing, website accessibility according to RGAA rules
- 2017 / 2019 – Master's Degree, Specialised in Advertising Strategy and Digital Communication
- 2015 / 2016 – DEES, Art Director, Bachelor of Applied Arts and Design, UX-oriented
- 2013 / 2015 – Bachelor in Design, IE School of Architecture & Design
- 2011 / 2012 – MANAA, Foundation studies in applied arts

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## LANGUAGES

- French: Native
- English: Fluent