



# Marco Pepe

SERVICE DESIGNER

## Profile

Hi there! I am Marco, a UX + Service Designer with a strong passion for User Research + Behaviour Design. I'm attending the specializing Master in Service Design at Politecnico di Milano. And I do love questioning complexity.

My background is in visual communication (editing ad video production), art and cultural project management and UX design (freelancing for websites and digital platforms). The common thread of my work has been and aim to be to try to influence a significant, even if small, change in the world.

## Expertise

Service Design  
UX Design  
User Research  
Project Management  
Visual Communication

## Soft Skills

Resilient  
Curious  
Empathetic  
Outcomes-focused  
Agile

## Software & CMS

Figma | XD | Principle  
Photoshop | Illustrator | InDesign  
CSS3 | HTML5 | Bootstrap5  
wordpress | webflow  
Notion | Basecamp | Redbooth  
O365 | macOS | Windows

## Language

Italian C2  
English B1  
French A2

## Experience

### UX DESIGNER (2020 - 2022)

FESCAAAL  
Alessandro Gandolfi  
Letizia Cariello  
Lake Como Film Festival

### CULTURAL PROJECT MANAGER (2014 - 2020)

Lake Como Film Festival  
Milano Film Festival  
Milano Design Film Festival  
8208 Lighting Design Festival

### VIDEO PRODUCER (2005 - 2015)

OLO creative farm  
Opera Education - As.Li.Co.  
Chaosmonger Studio

## Education

Specializing Master in Service Design  
Politecnico di Milano

Google UX Design Professional Certificate  
Coursera

IBM's Enterprise Design Thinking  
IBM Certification Courses

UX Foundations | UX Research Methods | Scrum  
LinkedIn Learning Certification Courses

Economics and Management of Arts and Entertainment  
Università Cattolica del Sacro Cuore, Milano

Liceo Classico A. Volta, Como

