

# MIŠA KASPAR



## PERSONAL INFOS

### Date of birth

09.01.1977 in St. Gallen

### Address

Freidorf 69, 4132 Muttenz

### E-Mail

misakaspar@icloud.com

### Phone

+41 78 683 05 53

### LinkedIn

<https://www.linkedin.com/in/miša-kaspar-72558350/>

### Website

<https://www.misakaspar.com/>

### Family status

Married, 2 children

## LANGUAGES

**German** Native Speaker

**Serbian** Native Speaker

**English** Fluent

**French** Basic

## COMPETENCIES

- Project Management
- Webdevelopment
- Content Management Systems
- User Interface Design
- Atomic Design
- Design Thinking
- Human Centered Design
- Consulting
- User Experience
- Research, Analysis and Development
- Branding, Strategy, Service Design
- Client Retention and Support
- Structured Problem Solving
- Innovation

## WORK EXPERIENCE

November 2022 – current

Netgen Switzerland, Zürich

### Client Support Manager

- Customer consulting and communication as well as planning and implementation of support projects
- Resource planning, project management and coordination with the developers
- Independent management and processing of operational support activities
- Content management

April 2018 – September 2022

WONDROUS LTD, Basel

### Client Support Manager

- Customer management and communication as well as planning and consulting along corresponding SLA's
- Managing and project management of support mandates
- Independent management and processing of operational support activities
- Content management

### Project Manager

- Project management in the agile process along different frameworks like SCRUM and Kanban
- Collaboration / support in the development of concepts for web applications and websites
- Team leadership (interdisciplinary project team)

### Experience Designer

- Creation of design prototypes
- Development of user interface designs and libraries in a modular process
- Recruiting / education of apprentices in the field of interactive media design

September 2017 – March 2018

PRIME Communications, Zürich

### Senior Project Manager

- Project management in the agile process and interfacing with the developers
- Independently advise and be the first point of contact for clients on day-to-day needs in digital communication

January 2017 – August 2017

WONDROUS LLC, Basel

### Head of Creation

- Team management and education of apprentices, as well as development of concepts and user interface designs
- Project management in the agile process, resource planning and consulting for customers

August 2014 – December 2016

PRIME Digital, Zürich

### Art Director

- Team leadership of four employees and various project activities for the creation of digital products
- Project management in the agile process along different frameworks such as SCRUM and Kanban

## SUCCESS STORIES

**2017**

- Founding member and moderator of the DX Meetup in Basel

**2020**

- Initiator and board member of Pumptrack MuttENZ

## IT SKILLS

- Adobe Creative Suite
- Sketch
- Figma
- Atlassian (Jira/Confluence)
- HTML/CSS/Java Script
- Microsoft Office
- Keynote
- Google Suite

## PERSONAL USPs

- Passionate
- Communicative
- Dedicated
- Creative

## INTERESTS & HOBBIES

- Mountainbiking
- Pumptrack
- Technologies
- Drums
- Family & Friends

## REFERENCES

On request

**January 2014 – July 2014**

**NXC, Zürich**

**Art Director**

Responsible for concept and design of various website projects, UI / UX projects, print media, photo shoots and video productions

**November 2011 – December 2013**

**Ground15, Zürich**

**Art Director**

- Responsible for concept and design of various website projects, UI / UX projects, print media, photo shoots and video productions

**July 2007 – October 2011**

**Schellenberg+Benz AG, Zürich**

**Composer/Graphic Animator (Video Artist)**

- Concept and design of various web TV formats
- Editing, post-production and animation. Creation of corporate design for various clients

**October 2006 – December 2006**

**Atelier Hauser & Partner AG, Dübendorf**

**Graphic Designer**

- Creation and design of advertising materials, as well as graphic transformations for events and trade fairs

**October 2002 – September 2006**

**Meteomedia AG, Gais**

**Screen Designer/TV Graphic Designer**

- Design of graphics, animations with various systems and software
- Redesign of various weather TV formats and coaching

## EDUCATION

**2017**

**Vocational Instructor**

**Dep. of Education Basel-Stadt Vocational Education**

Training course for vocational instructors

**2003 – 2006**

**Multimedia Designer HF**

**ZbW, St. Gallen**

Part-time study to become a qualified Techniker HF specializing in media technology (Multimedia Designer)

**1996 – 1999**

**Graphic Designer EFZ**

**Comm AG, St. Gallen**

Apprenticeship as graphic designer at the advertising agency Comm AG in St. Gallen

**1995 – 1996**

**Preliminary design course**

**School of Design, St. Gallen**

Preliminary course for graphic designers at the School of Design