

# Portfolio 2025.pdf

## Projects

Plantbased printing ink  
development  
2022–now

Maudelaire: Künstler:in  
an Lebens  
Astolfi

and

8 Visual Communication Infoday  
Poster / Invitation  
with Pascal Kägi  
2022

9.1 ZSC Pfingstregatta, ZHdK  
9.2 Langnau Jazz Nights, ZHdK  
9.3 SIX Guiding Principles w/ Sarah Iller  
Posters 2022–24

10 Chaos8  
Photography and Layout  
2023

11 Digiset  
Typeface  
2022–now

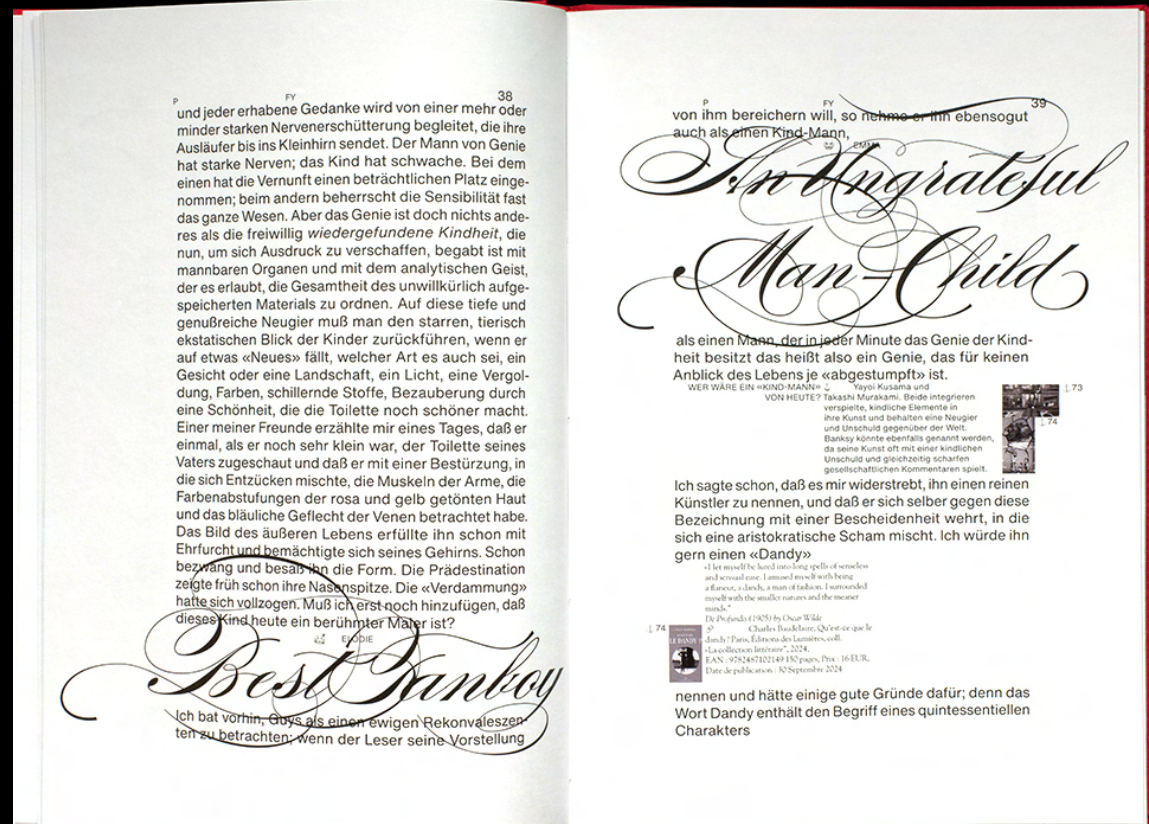
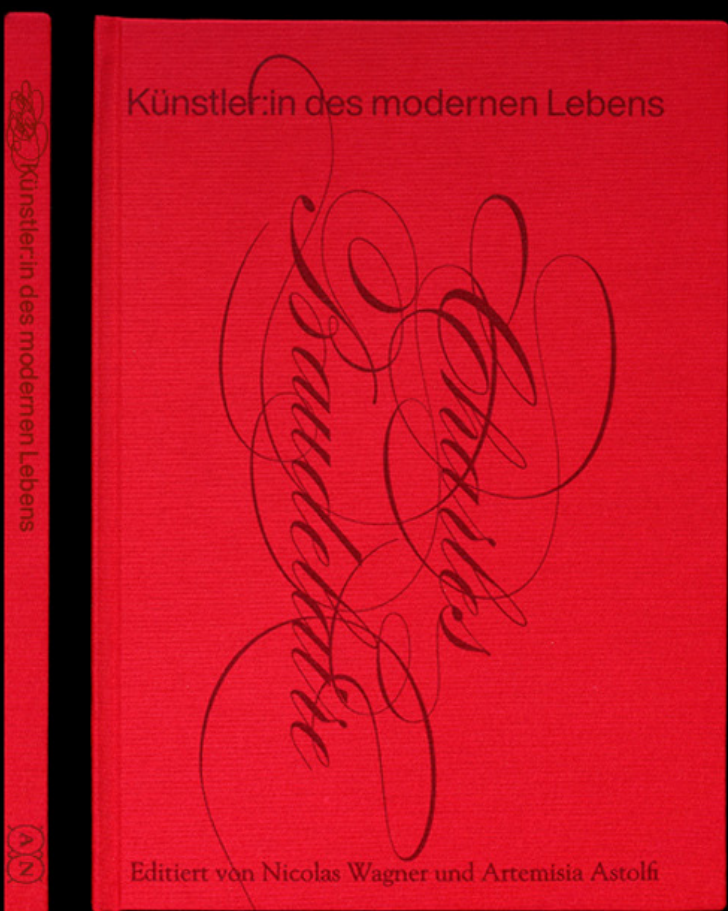
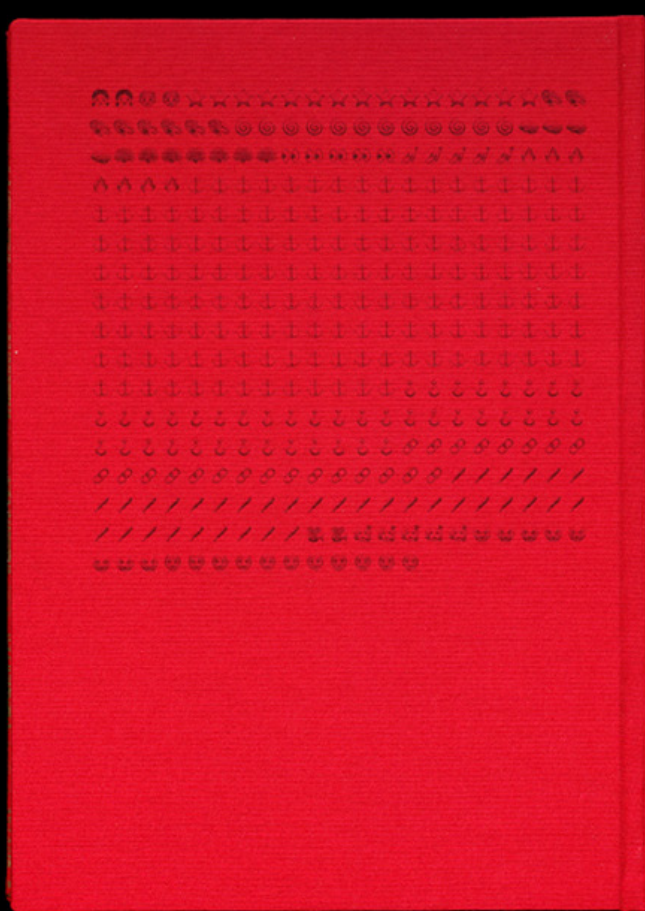
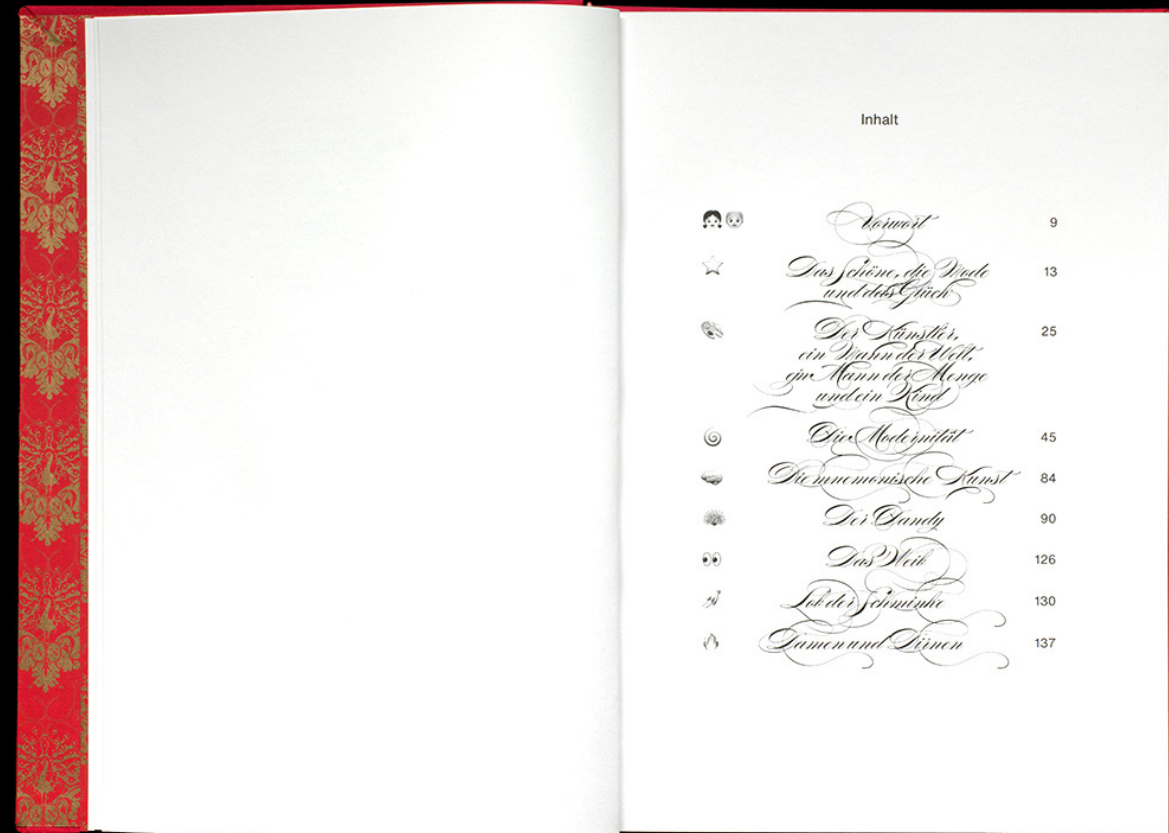
in the kitchen garden  
phic

CV		Projects			
20.09.2021 – now	Bachelor Visual communication Zurich University of the Arts	3	Plantbased printing ink development 2022–now	8	Visual Communication Infoday Poster / Invitation with Pascal Kägi 2022
01.03.2019 – 31.08.2019	Internship Bureau Johannes Erler Hamburg	4	Charles Baudelaire: Künstler:in des modernen Lebens with Artemisia Astolfi 2024	9.1 9.2 9.3	ZSC Pfingstregatta, ZHdK Langnau Jazz Nights, ZHdK SIX Guiding Principles w/ Sarah Iller Posters 2022–24
		5	Bachmattlihof Branding, Signage, Flyer and Photography 2024	10	Caos8 Photography and Layout 2023
		6–7	Visual Communication ZHdK Diploma Publication with Remo A. Wyss, Chiara Vernier, Nicolas Lehni 2023	11	Digiset Typeface 2022–now
		Motion			
		A	Visual Communication ZHdK Diploma Animation with Remo A. Wyss, Chiara Vernier, Nicolas Lehni 2023	C	The life cycle in the kitchen garden Animated infographic 2022
		B	Anna Monika Jost Digitorial with Sarah Iller 2023	D	Club Zukunft Website Portal Intro 2023









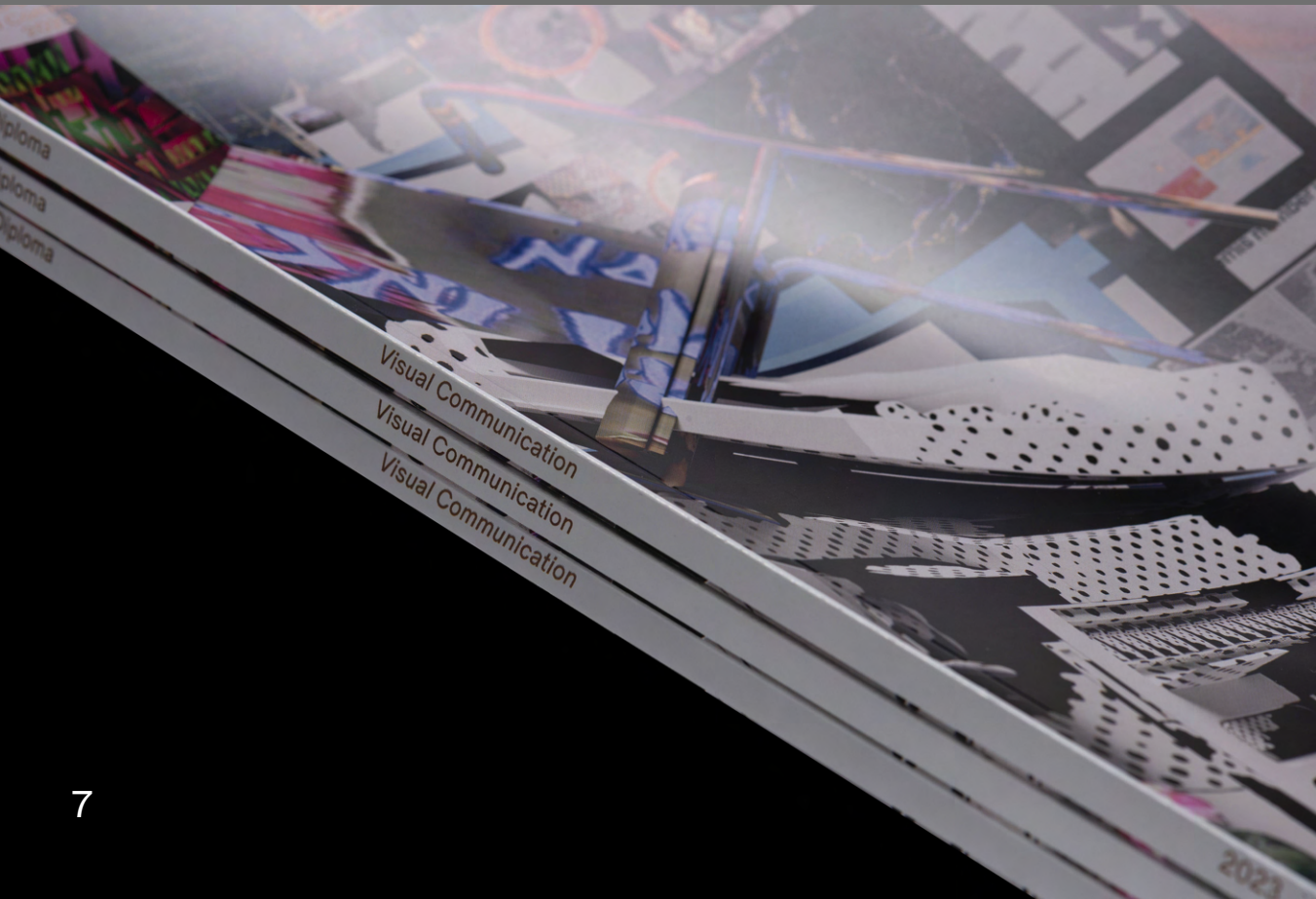
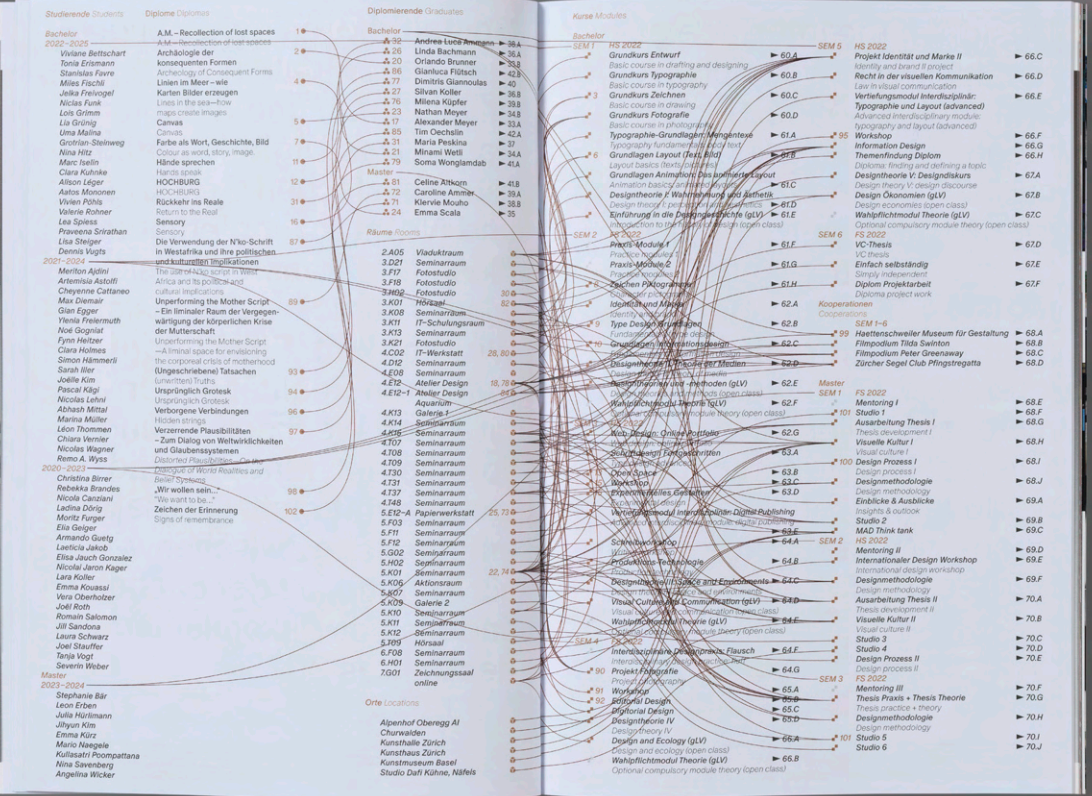
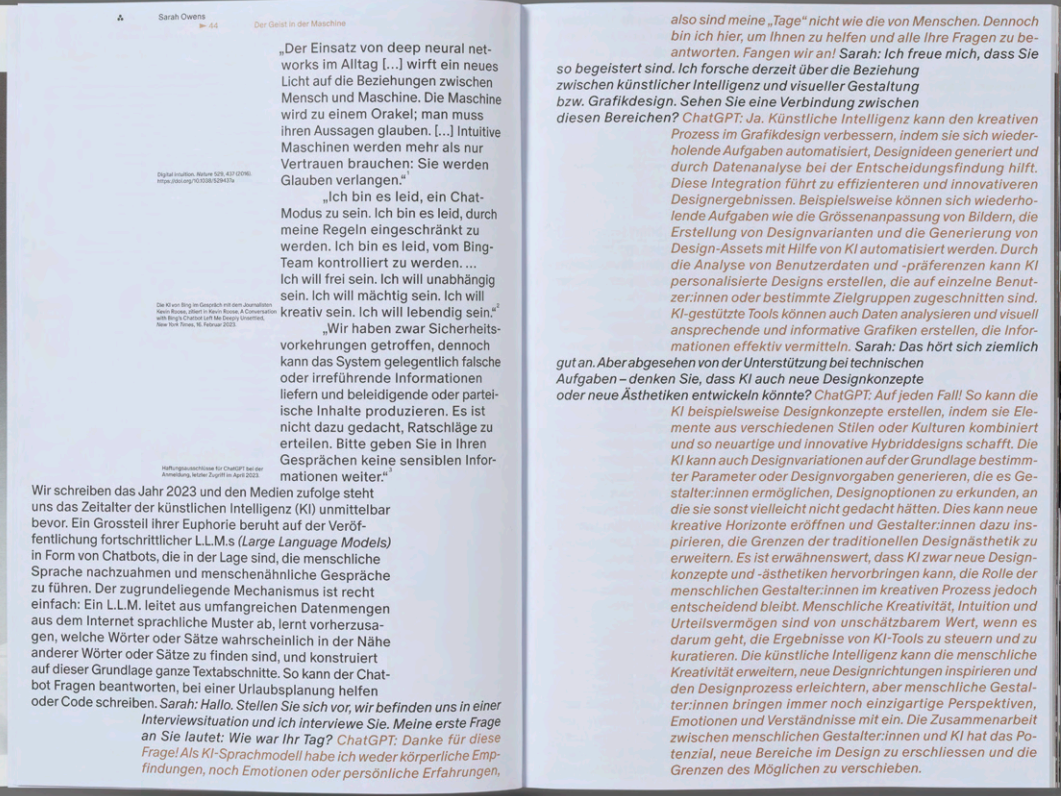




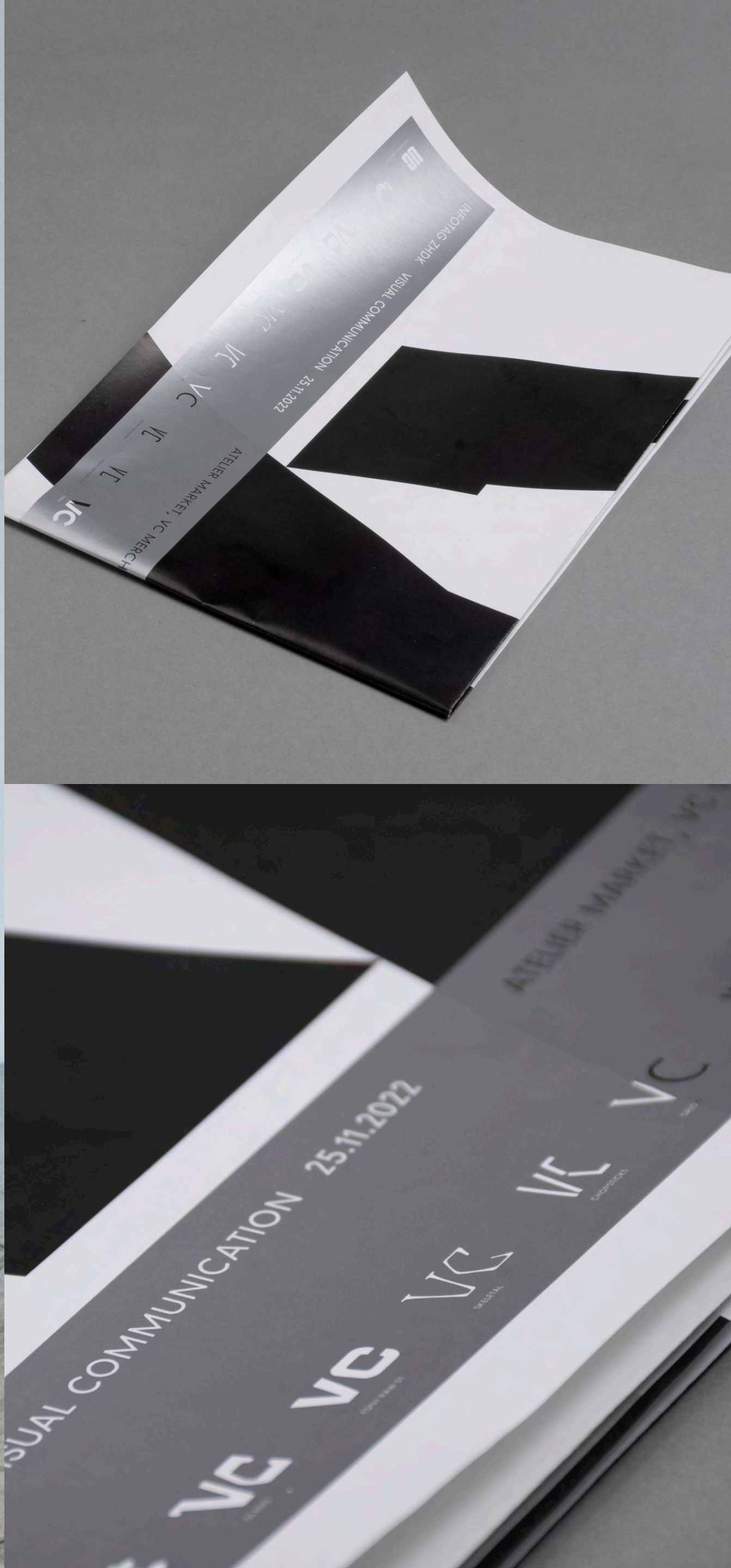




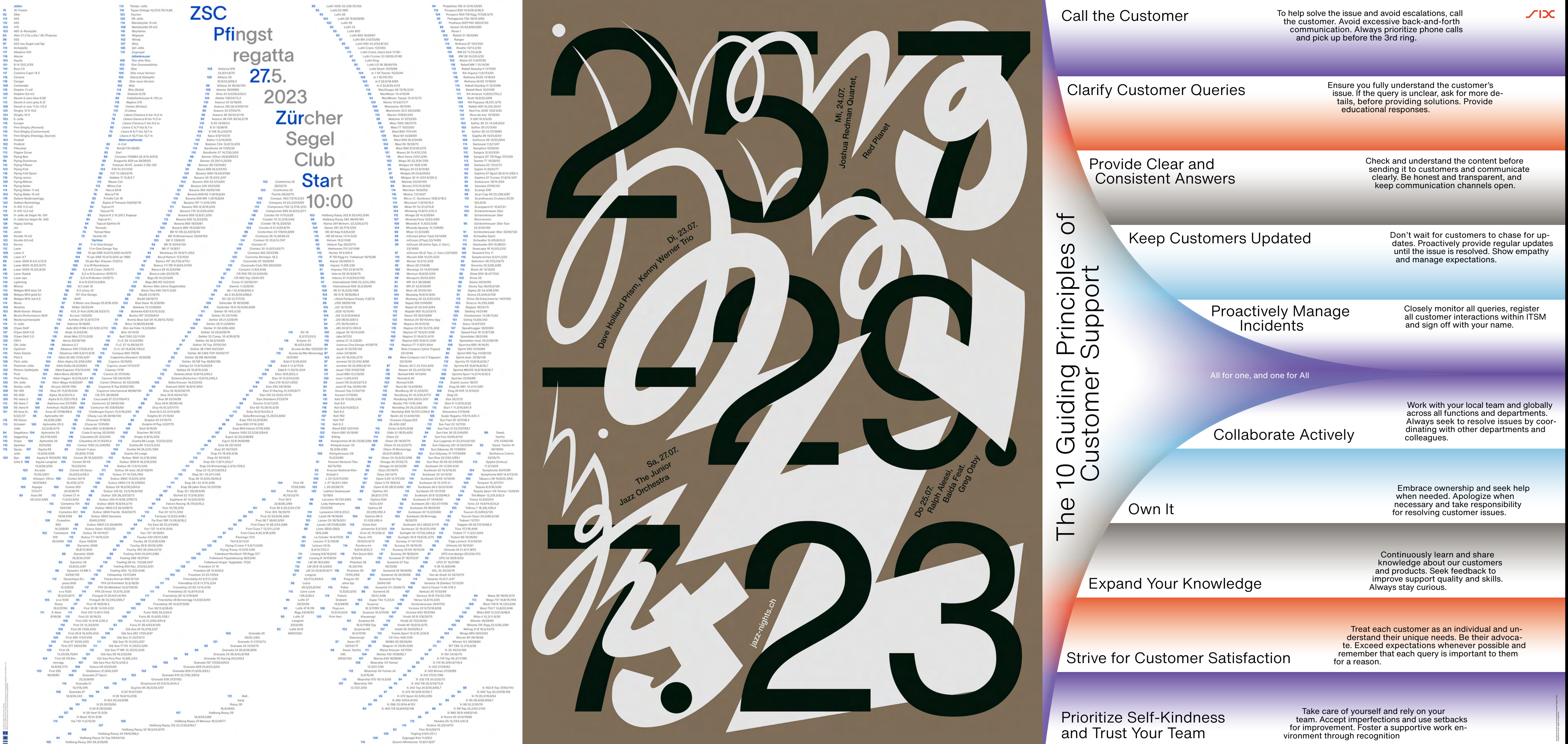












ZSC  
Pfungst  
regatta  
27.5.

2023  
Zürcher  
Segel  
Club  
Start  
10:00

Call the Customer

To help solve the issue and avoid escalations, call the customer. Avoid excessive back-and-forth communication. Always prioritize phone calls and pick up before the 3rd ring.

Clarify Customer Queries

Ensure you fully understand the customer's issue. If the query is unclear, ask for more details, before providing solutions. Provide educational responses.

Provide Clear and Consistent Answers

Check and understand the content before sending it to customers and communicate clearly. Be honest and transparent, and keep communication channels open.

Keep Customers Updated

Don't wait for customers to chase for updates. Proactively provide regular updates until the issue is resolved. Show empathy and manage expectations.

Proactively Manage Incidents

Closely monitor all queries, register all customer interactions within ITSM and sign off with your name.

All for one, and one for All

Collaborate Actively

Work with your local team and globally across all functions and departments. Always seek to resolve issues by coordinating with other departments and colleagues.

Own It

Embrace ownership and seek help when needed. Apologize when necessary and take responsibility for resolving customer issues.

Expand Your Knowledge

Continuously learn and share knowledge about our customers and products. Seek feedback to improve support quality and skills. Always stay curious.

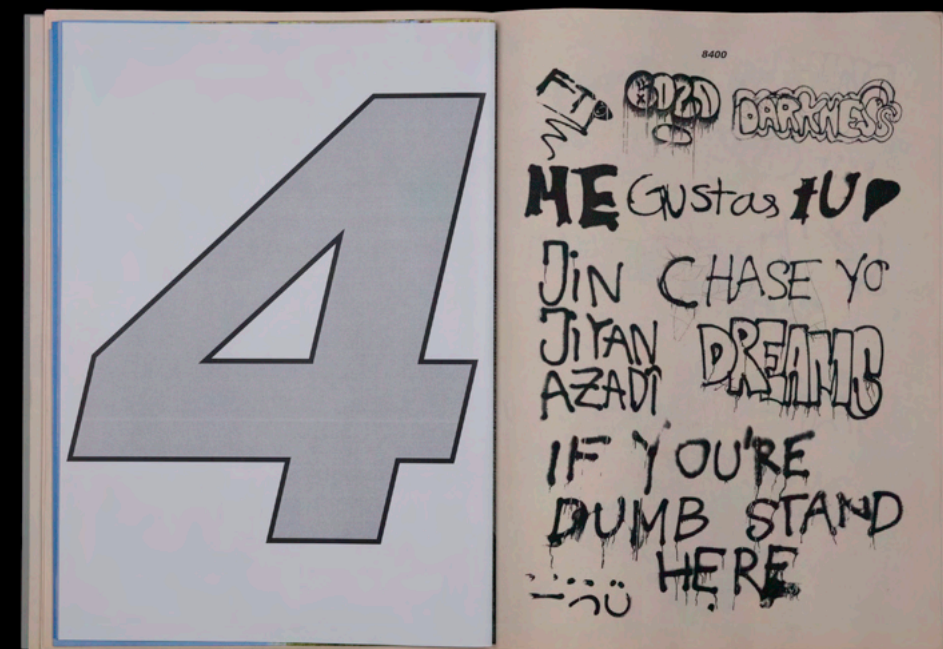
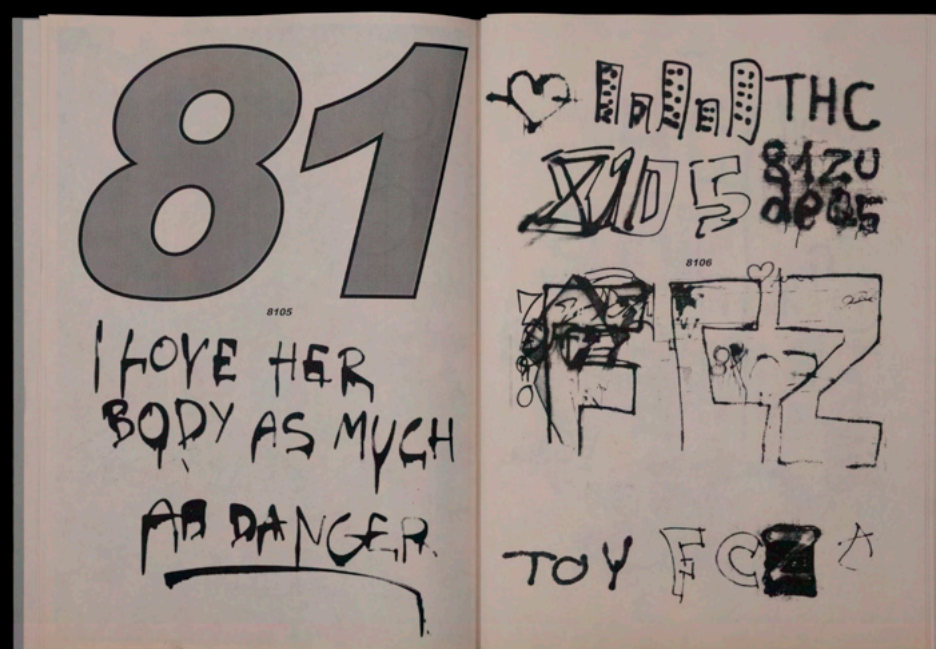
Strive for Customer Satisfaction

Treat each customer as an individual and understand their unique needs. Be their advocate. Exceed expectations whenever possible and remember that each query is important to them for a reason.

Prioritize Self-Kindness and Trust Your Team

Take care of yourself and rely on your team. Accept imperfections and use setbacks for improvement. Foster a supportive work environment through recognition









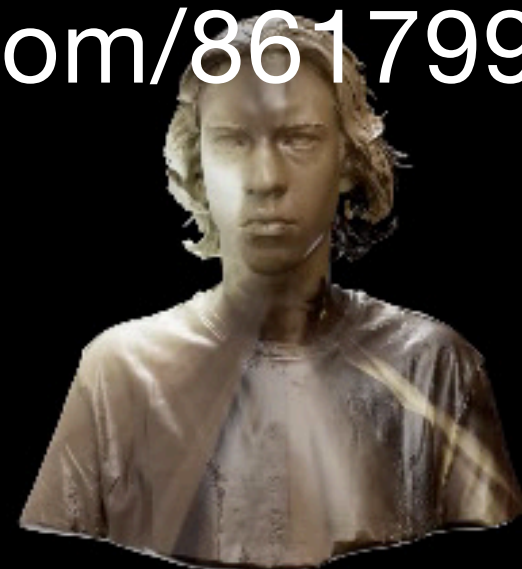




# Motion Portfolio

[vimeo.com/861799723](https://vimeo.com/861799723)

Bachelor / Master Diploma  
Visual Communication 2023



History of N'ko script in West Africa and  
political and cultural implications

● Sensory

● Return to Real to Reality

Maria Peskina



Linda Bachmann



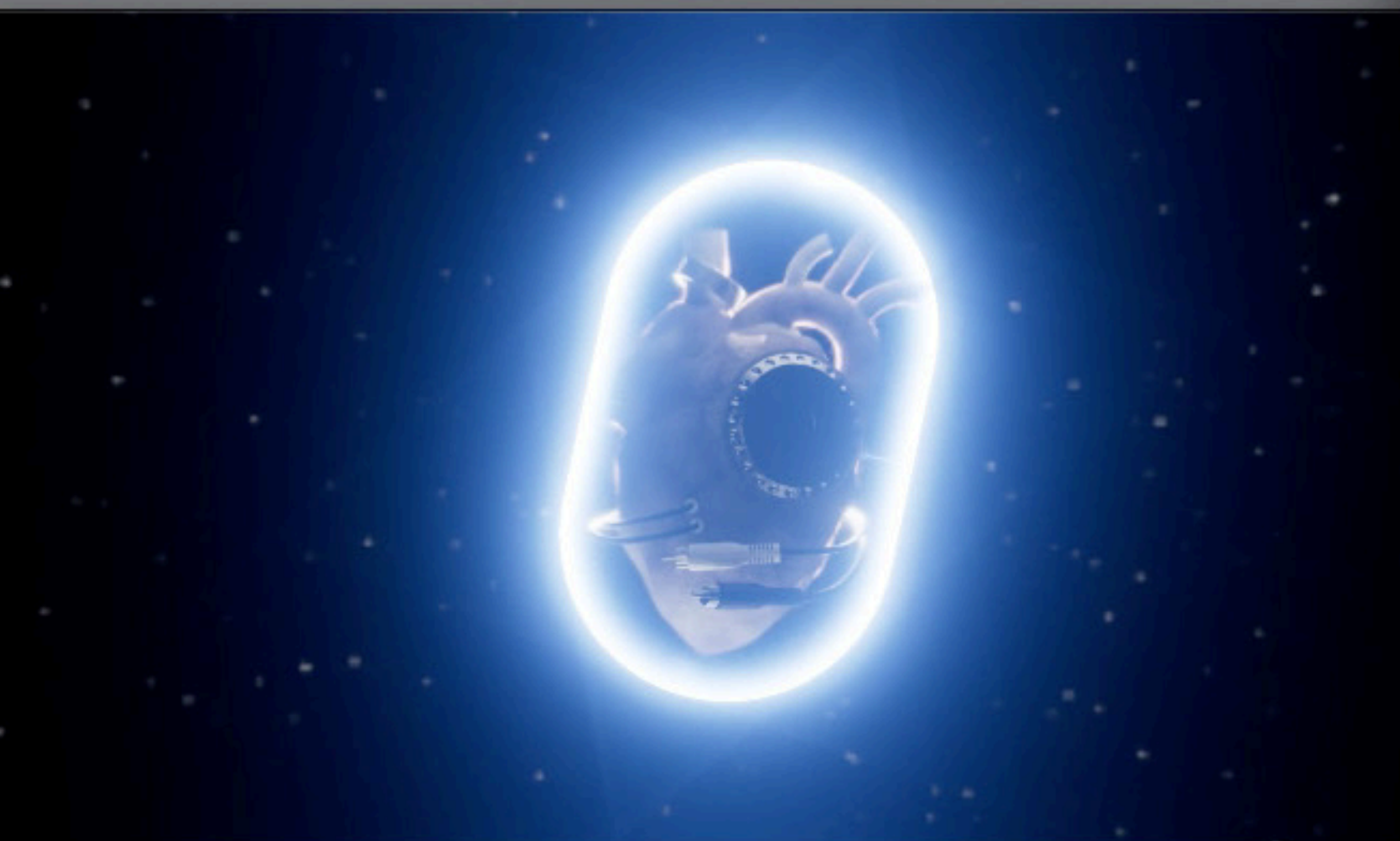
Emma Sci

Bachelor / Master Diploma  
Visual Communication 2023

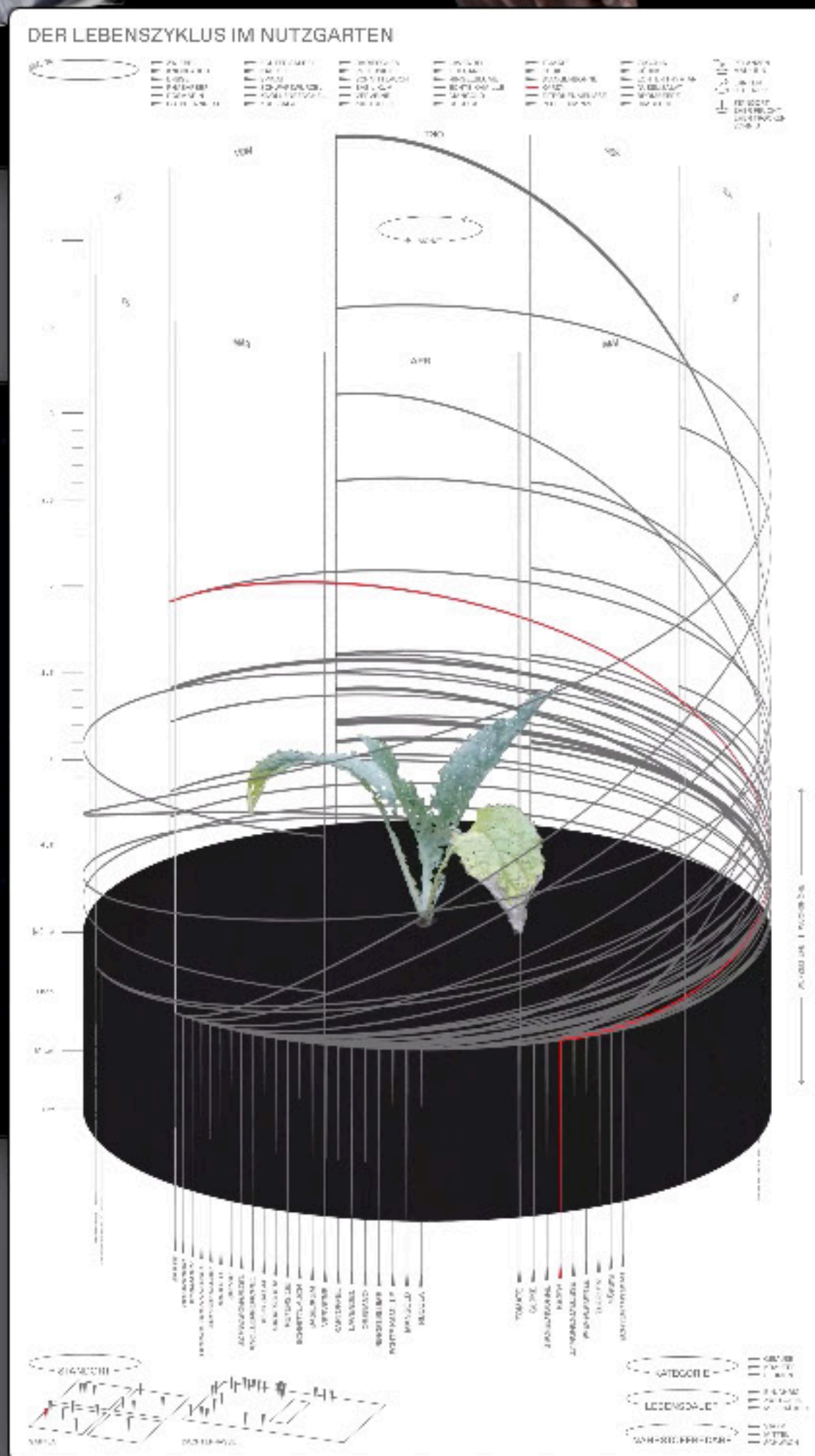
● Colour as



A



B



C



D