

Charalampos (Hary) Elpasidis

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Experience

Senior Content Designer, Qonto

Sep 2025 – Feb 2026 (Berlin, hybrid)

- Drove 98% adoption of a new invoicing feature through guiding UX content.
- Owned in-product copy across onboarding, error states, and feature adoption flows.
- Collaborated across Legal, Compliance, Product, Engineering teams.
- Coordinated localisation across 6 languages.

Content Designer, Babbel

Aug 2023 – June 2025 (Berlin, hybrid)

- Increased learner engagement by 5% YoY and first-week retention by 9.3% through accessible, inclusive UX content.
- Built an AI writing assistant based on structured content guidelines, cutting first-draft copy creation time by 5x.
- Developed and maintained UX and AI content guidelines, improving documentation standards across the content team.

UX Writer, Wix

Feb 2022 – Aug 2023 (Berlin, on-site)

- Boosted product adoption to 80% by simplifying UI copy for a visual, low-code editor used by developers and designers.
- Introduced and established UX writing practices within a developer-led team.

UX Design Intern, Norwegian Refugee Council

Feb 2021 – Nov 2021 (Berlin, fully remote)

- Ran user research independently and collected user insights from 40 remote operation sites.
- Wrote microcopy for refugee registration flows.

Senior IT Consultant (Content Operations), Live Reply

June 2015 – June 2020 (Düsseldorf, on-site)

- Wrote tutorials and supported 20 product teams by publishing mobile content across 14 Vodafone markets.
- Collected, coordinated, and configured localisation assets across 3 app store platforms.
- Led a team of 6 content managers, and presented content performance to product managers and owners.

Skills

- Content strategy, content design, inclusive UX writing, localisation, accessibility, UX research, prompt engineering
- Claude, Mistral Vibe, Figma, FigJam, Lyssna, Maze, Mobbin, Lokalise, Smartcat, Jira, Notion, Confluence, GitHub
- English (C2), Greek (C2), German (B2)

Courses

- Technical Foundations for Content Designers, *UX Content Collective* (2026, Online)
- Designing Generative AI for Conversations and Content, *Maven, Convocat* (2026, Online)
- AI in Content Design: Evaluation & Structure, *UX Content Collective* (2025, Online)
- AI in Content Design: Ethics, Scale & Impact, *UX Content Collective* (2024, Online)
- Accessible Writing and Design, *UX Content Collective* (2022, Online)

Education

- MSc Interaction Design, *Cyprus University of Technology* (2020, Online)
- BSc Industrial Informatics, *International Hellenic University* (2013, Greece)