

Mike Lown

UX + Interaction Designer

(647) 382-9136

miikelown@gmail.com

www.linkedin.com/in/mike-j-lown/

mlovnux.com

I am a UX Designer based in Toronto, Canada. A self-driven storyteller, I'm an advocate for the productive exchange of ideas, informing best design decisions by leveraging data and ensuring accessibility across established and emerging technologies.

TOOLS:

Figma
Sketch
InVision
Whimsical
Adobe Creative Suite
Adobe XD
KeyNote
ZenDesk

DESIGN:

Storytelling
Sketching
Wireframing
User Personas
Useability Testing
UX Copywriting
Prototyping
Information Architecture
Responsive Web Design
UI Design
Affinity Mapping
Project Management

HACKATHONS:

**COMM Lead UX Content
Design Hackathon** 2021
UX Designer

EDUCATION:

General Assembly
UX Design Immersive
Toronto 2021

- Full-time immersive, focused on UX design principles, applying core techniques and team collaboration to multiple projects, including Apple's iOS Podcast App, LCBO's e-Commerce site, and a 2-day 'Collabathon' sprint with General Assembly Software Engineering students.

PROJECTS:

Apple iOS Podcast App

- Spec Project as part of General Assembly's UX Design Course
- Enhancing the listening experience for Apple's native Podcast app, with frictionless discovery, subscription and download options, ensuring prioritized features align with brand design conventions.

Pack'd

- Vacation 'Packing Pal' app, designed and developed as part of General Assembly 2021 'Collabathon' sprint.

WORK EXPERIENCE:

Packaging Operator
Brunswick Bierworks 2021 (Current)

Sales + Rental Associate, Drums
Long + McQuade 2019 - 2021

- Department management; visual merchandising and inventory maintenance of all Drum product at the Danforth Store.

Customer Care Team, European Specialist
League Inc. 2017 - 2019

- Review and process claims both medical and lifestyle in strict accordance to CRA ruling.
- Work with the product teams to establish and assist in product improvements and troubleshooting of reported issues with the League App.

Guest Services Coordinator
Cineplex Entertainment 2016 - 2017

- Respond to incoming calls, emails, live chats and letters from guests, relating to their concerns, suggestions or inquiries.
- File investigations of theatre concerns with theatre management and regional management.