Ankur Dixit

UX | Product Designer

Vancouver , Canada

As a highly motivated and detail-oriented UX Designer, I am thrilled to apply my skills and knowledge to a UX/Product Design role. I recently completed an intensive UX Design program at Emily Carr University of Art & Design, where I gained hands-on experience in visual design principles, UX design principles, UX research, UI design principles, app design and prototyping, and more. I am ready and excited to apply my knowledge to create exceptional digital experiences. With a passion for user-centered design and a commitment to staying up-to-date with the latest research tools, I am eager to collaborate with cross-functional teams to generate insights that align with customer needs and expectations. Let's work together to create joyful and seamless experiences for users.

Contacts

✉ ankdixit097@gmail.com

in www.linkedin.com/in/ankdesigns

🌐 www.ankdesign.ca

📷 www.instagram.com/ankdesigns0

Skills

Product discovery
UX research
User testing
Customer journey mapping
Information architecture
Wire-framing & Prototyping
UI design
Illustration
Interaction design
Design system
Design sprints
Workshop facilitation
A/B testing, SWOT analysis, heuristic evaluation
Kanban, agile & scrum
Product management
WordPress (CMS)
HTML, CSS, Javascript

Tools

Figma
Sketch
Adobe Creative Suite
Miro
Notion
Maze
Google Analytics
Hotjar
Color Contrast Analyzer

Education & Learning

UX/UI DESIGN CERTIFICATION
EMILY CARR UNIVERSITY OF ART & DESIGN | VANCOUVER, B.C.
SEPT 2022 - APRIL 2023

BACHELOR'S OF SCIENCE
MAJOR: COMPUTER SCIENCE
MINOR: MATHEMATICS
UNIVERSITY OF SASKATCHEWAN | SASKATOON, SK
SEPT 2017- APRIL 2022

Work experience

UX/Product Designer - Freelance

Remote | April 2023- Present

- Conducted user research to understand the needs and preferences of target audiences.
- Developed user personas and user journeys to guide design decisions.
- Created wireframes and prototypes to visualize user interface and interaction design.
- Designed and iterated user interfaces for web and mobile applications.
- Collaborated with developers and business owners to ensure design was implemented as intended.
- Tested and validated design solutions with real users to ensure usability and accessibility.
- Stayed up to date with industry trends and best practices in UX design.
- Managed multiple projects simultaneously to meet deadlines and exceed client expectations.

Customer Service Technician

Sasktel, Saskatoon, SK | May 2021- August 2022

- Utilized problem-solving skills to resolve high volume of user complaints and production tickets related to internet hardware, programming, router, e-mail, and network services.
- Coached users on how to use Sasktel website efficiently, demonstrating a customer-centric orientation.
- Collaborated with cross-functional teams to ensure prompt and satisfactory resolution of customer issues, highlighting collaboration and teamwork skills.
- Developed strong interpersonal skills by guiding users through transactions, account changes, and addressing website or app-related queries, which are essential for conducting user research and testing.

Technology Assistant

Canadian Red Cross, Saskatoon, SK | January 2021- May 2021

- Assisted the IT department in providing technical support for computers, networks, and automated systems, contributing to the smooth operation of the company's technology infrastructure
- Contributed to the successful installation of a fiber internet network, ensuring that the company was equipped with the latest technology
- Maintained a positive attitude while troubleshooting network, internet, and phone issues, fostering a supportive and collaborative work environment.