

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

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

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 (STUDENT)

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
- Demonstrated a proactive attitude towards technological development by assisting in the implementation of new technology solutions
- Maintained a positive attitude while troubleshooting network, internet, and phone issues, fostering a supportive and collaborative work environment.

TEAM LEAD

Planet Fitness, Saskatoon, SK | April 2018– May 2021

- Developed exceptional customer service skills by greeting members, prospective members, and guests, and responding to their questions and concerns in a timely and professional manner
- Demonstrated leadership skills by managing weekend staff and assisting in creating schedules, ensuring a smooth operation of the club's facilities
- Contributed to maintaining the neatness and cleanliness of the club, ensuring a positive and welcoming environment for members