

# 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

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### 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 Consultant

Rogers Communications, Burnaby, BC | May 2023– Present

- Demonstrate a deep passion for helping others and maintain a positive attitude throughout customer interactions.
- Utilize strong analytical and problem-solving skills to identify customer issues and find effective resolutions.
- Recommend relevant products and services to enhance the customer experience and meet their requirements.
- Work closely with colleagues to streamline processes and improve overall efficiency.

#### 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.