

Ankur Dixit

UX | Product Designer

Vancouver, Canada

I am a highly motivated and detail-oriented individual with a strong passion for user-centered design. With a background in computer programming, information architecture and IT support, I am excited to collaborate with experienced designers to create intuitive and engaging user experiences. My ability to work independently or in a team environment, excellent communication and interpersonal skills, and dedication to continuous learning make me a strong candidate for a role in product or user experience design.

Contacts

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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
Wireframing
Prototyping
UI design
Illustration
Interaction design
Design system
Design sprints
Workshop facilitation
A/B testing
Kanban, agile & scrum
Product management
WordPress (CMS)
HTML, CSS, Javascript

Tools

Figma
Sketch
Adobe Creative Suite
Miro
Notion

Work experience

CUSTOMER SERVICE TECHNICIAN

Sasktel, Saskatoon, SK | May 2021– August 2022

- Demonstrated excellent problem-solving skills by resolving a high volume of user complaints and production tickets related to internet hardware, programming, router, e-mail, and network services
- Provided efficient and effective technical support to customers by troubleshooting website features and coaching users on how to use the Sasktel website efficiently
- Collaborated with cross-functional teams to ensure prompt and satisfactory resolution of customer issues
- Developed strong interpersonal skills by guiding users through transactions, account changes, and addressing any website or app-related queries

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
- Developed strong communication skills by collaborating with the Assistant Manager or Manager and escalating any member questions or concerns as needed, ensuring prompt and satisfactory resolution

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