





Nekita Lucy Surman

UI Designer applying over 10 years in customer service to improve user experience and maximize business outcomes.

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Education

Certificate in UI Design with a Specialization in Frontend Development
CareerFoundry (2022 - 2023)

Bachelor of Arts: Political Science
Concordia University (2015 - 2019)

DEC: Communications, Media and Studio Arts
Vanier College (2013 - 2015)

Technical Skills

- Quality Assurance Testing
- Compliance Testing
- UI/UX Design
- Interaction Design
- Wireframing
- Prototyping
- User Research
- A/B Testing
- User Journey Mapping
- Usability Testing
- Responsive Web Design
- HTML, CSS, Javascript

Soft Skills

- Collaboration
- Communication
- Conflict Resolution
- Research
- Adaptability
- Problem Solving
- Listening

Tools

- Figma
- AdobeXD
- Illustrator
- Photoshop
- Procreate

Areas of Expertise

UI / UX Design

- Leveraging UI principles, patterns, and user feedback to guide the design process enabled me to successfully create a mobile app from scratch, from wireframes to a finalized style guide.
- Utilizing responsive grids to create a fluid and flexible layout.
- Ensuring platform-specific UI/UX considerations and delivered tailored experiences for each platform using iOS design guidelines and Material Design principles.
- Optimizing the design through user input and testing.
- Completing four case studies and publishing my work on Behance as well as coding my own website using HTML, CSS, and JavaScript.

Customer Sales and Service

- Delivering exceptional customer service, building strong client relationships, and identifying up selling opportunities to drive revenue growth.
- Presenting tailored solutions and completed reservations in both English and French for diverse clients across the world.
- Successfully driving sales by upselling services such as meal vouchers, lounge access, flight passes and fare options.

Games Testing

- Identifying and reporting critical bugs that significantly improved game stability and enhanced user experience.
- Conducting regression testing.
- Providing detailed feedback to development teams that led to improved game functionality and user experience.

Information Officer and Administration

- Managing daily office operations and ensuring seamless communication and exceptional customer service.
- Delivering essential information on federal programs and services, and driving customer satisfaction.

Experience

Various UX/UI Design projects (Nov. 2022 - May 2023)

Information Officer, Gatestone and Co. Inc - Contracted by the Government of Canada, Montreal, QC (2020 - Present)

Customer Sales and Service Representative, AirCanada, Montreal, QC (2019 - 2020)

Administrative Assistant, Concordia Alumni Department, Montreal, QC (2017 - 2019)

Game Tester FQA, GlobalStep, Montreal, QC (2015 - 2020)

Volunteer

Campaign Volunteer, Green Party of Canada, Montreal, QC (2019)

Financial Manager, Concordia University Tea Club (CUTEA), Montreal, QC (2016 - 2019)

Food Bank Volunteer, Concordia University Alternative Spring Break Program, Montreal, QC (2015)