

Nekita Lucy Surman

UI Designer

Montreal, QC

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PORTFOLIO

AREAS of EXPERTISE

UI Design

- User interface design
- Conducting usability testing
- Implementing design systems
- Accomplishment

Customer Service

- Managing customer inquiries
- Resolving customer issues
- Improving customer satisfaction ratings
- Providing personalized support that resulted in increased customer retention

Administration/Coordination

- Managing databases and records
- Organizing and setting up for events
- Streamlining administrative processes that led to increased efficiency

Functionality Quality Game Tester

- Identifying and reporting software bugs
- Conducting regression testing
- Improving testing processes that resulted in increased efficiency and reduced production costs
- Providing detailed feedback to development teams that led to improved game functionality and user experience

EMPLOYMENT HISTORY

Information Officer, Gatestone and Co. Inc - contracted by the Government of Canada (2020-present)

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

Administrative Assistant, Concordia Alumni Department, Concordia University (2017-2019)

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

EDUCATION

Certificate in UI/Design, CareerFoundry (2023)

DEC Communications Media and Studio Arts
Vanier College (2013-2016)

BA Political Science
Concordia University; Montreal, QC , (2017-2019)

TOOLS

- Figma
- AdobeXD
- Procreate
- AdobeIllustrator
- AdobePhotoshop

TECHNICAL SKILLS

- Adobe Creative Suite
- Prototyping
- UI elements
- UI patterns
- Design Principles and heuristics
- Wireframing and prototyping
- Mobile app design
- Responsive web design
- UX fundamentals
- User research and user testing
- Creating style guides
- Designing symbols and iconography
- Procreate
- Front-end development skills (pending specialization course)

SOFT SKILLS

- UI design principles
- Communication
- Collaboration
- Creativity
- Problem-solving
- Attention to detail
- Bilingual (French and English)

VOLUNTEER

- Canvassing Green Party
- Share the warmth
- The Welcome Mission Hall

MORE