

sophie.bayzaie@gmail.com
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Portfolio

www.sophie-bay.com

Skills

- User Research & Analysis
- Design Thinking
- Wireframing & Prototyping
- Information Architecture
- Interaction Design
- Visual Design
- Usability Testing
- Agile/Scrum Methodologies
- Figma, Adobe Photoshop
- HTML, CSS, Javascript

Education And Training

Certificate:

UX/UI Design

University of Toronto

Toronto, ON

Certificate:

Adobe Suite

AutoCad Advanced Design

Revit Architectural

George Brown College

Toronto, ON

Bachelor of Arts:

Industrial Design

IUST (Iran University of Science & Technology)

Tehran - Iran

Languages

English:

Full Professional

Persian:

Native/ Bilingual

Sophie Bayzaie

UX/UI Designer

Summary

I am a passionate **UX/UI Designer** with a wealth of talent and a keen eye for detail. I possess strong interpersonal and organizational skills, making me a natural collaborator and team player. I thrive on tackling challenges and finding innovative solutions. Being a fast learner, I am highly adaptable and eager to acquire new skills. My primary drive is to contribute to the company's success.

Experience

Fresh City Farms - Customer Experience Representative

Toronto, ON

04/2019 - 03/2023

- Demonstrated excellent problem solving skills when resolving complex customer issues.
- Provided training and mentoring for new Customer Experience Representatives.
- Generated training material for the new employees.
- Analyzed customer feedback to identify areas of improvement for the company and coordinated with the developers team to improve the user experience.
- Assisted customers in navigating the website and providing technical support.
- Resolved customer inquiries and complaints in a timely manner through Zendesk platform's live chat, email, and phone support.

Self Employed - 3D Architectural Visualizer - Freelance

Toronto, ON

12/2017 - 03/2019

- Produced 3D models of structures and interiors with Revit Architectural and AutoCAD softwares.
- Generated stunning photo-realistic renders using Adobe Photoshop.
- Ensured client satisfaction via consistent communication and feedback analysis.

Precise Testing Solutions - Test Supervisor/Customer Care

Toronto, ON

04/2014 - 12/2017

- Supervised invigilators in order to provide a smooth run for each CELPIP test and provided a comfortable environment for test takers.
- Resolved any issues or glitches during the test for test takers.
- Contacted Paragon troubleshooting team in cases of glitches and issues and collaborated in solving the problems.

Nikan Charity Foundation - Website Content Manager

Tehran, Iran

07/2010 - 09/2013

- Developed and implemented content strategies to maximize website performance.
- Managed the production of web-based content, including text, images, videos, and audio files.
- Coordinated with internal departments to ensure timely delivery of content updates both in English and Farsi.

Volunteering

- Tigran organization (Toronto) - Cultural art event for children 2022
- Design Exchange Museum (Toronto) - Docent - 2014