

HEMIL AHIR

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GRAPHICS | UI/UX | WEB - DESIGNER

PROFESSIONAL SUMMARY

Creative professional specializing in graphic design, web development, and UI/UX design, with a strong focus on crafting intuitive and visually compelling user experiences. Adept at blending aesthetic design with functional web solutions, utilizing tools like Figma, InDesign, and front-end technologies to develop cohesive and user-friendly digital platforms. Proficient in developing responsive websites and dynamic interfaces that enhance user engagement and drive brand success across multiple platforms.

EXPERIENCE

MAY 2024 – AUG 2024 (OTTAWA, ON)

UI/UX DESIGNER, INTOUCH INSIGHT SHOPPERS (CONTRACT)

- Designed and developed user-centric interfaces for web and mobile applications, increasing user satisfaction scores by 15%.
- Crafted over 30 wireframes and prototypes using Figma, streamlining the design process and reducing development time by 20%.
- Leveraged Hotjar analytics to identify user pain points, resulting in a 10% improvement in user engagement through targeted UI enhancements.
- Conducted comprehensive user research and usability testing, leading to actionable insights that enhanced the user journey.
- Boosted conversion rates by 12% through the implementation of user research findings.
- Orchestrated the design process from initial concept to final developer handoff, ensuring a 100% on-time delivery of projects within scope.

DEC 2022 – PRESENT (OTTAWA, ON)

SALES SPECIALIST, THE MOBILE SHOP

- Assisted customers in selecting mobile devices and plans that best suited their needs, resulting in a 15% increase in customer satisfaction scores.
- Drove a 20% increase in mobile plan subscriptions by offering personalized recommendations and upselling premium options.
- Consistently met or exceeded monthly sales targets, contributing to the store's overall revenue growth.
- Trained new employees on product knowledge and sales techniques, improving team performance by 25%.
- Managed inventory and ensured the timely availability of popular mobile devices, reducing stockouts by 30%.

- Resolved customer issues related to billing and device functionality, maintaining a high rate of customer retention and loyalty.
- Implemented a new system for tracking customer preferences, which led to a 10% improvement in follow-up sales.
- Collaborated with the marketing team to develop in-store promotions, leading to a 15% boost in foot traffic.

EDUCATION

AUGUST 2024 (OTTAWA, ON)

INTERACTIVE MEDIA DESIGN, ALGONQUIN COLLEGE

TECHNICAL SKILLS

GRAPHIC DESIGN / UI UX / WEB DESIGN

- Adobe Photoshop
- Adobe Illustrator
- Lightroom
- Adobe XD
- Adobe Premiere Pro
- Trello
- WordPress
- CSS
- Adobe After Effects
- Invision
- Figma
- Canva
- InDesign
- Jira
- HTML
- JavaScript

REFERENCES

[Portfolio link](#)