

Samuel Turcotte

UX Designer

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[LinkedIn](#)

[Portfolio](#)

PROFILE

I am a junior UX Designer with a diverse educational background. As a partially deaf individual, I am passionate about inclusion and want to grow my career to really focus on designing things for both the screen and for assistive technologies. Through my education and work experiences, I've developed strong active listening skills that help me understand people's needs. I believe that this will no doubt translate to creating effective user-centric designs.

SKILLS

HTML - CSS - Figma - Canva - InVision - Sketch - POP App - Optimal Sort - Principle - Zeplin - Adobe XD

EXPERIENCE

Bilingual CUETS/MBNA Dual Customer Service Agent | TD Bank

Mar - Dec 2019, Ottawa, ON

- Managed multiple web-based applications in order to assist with various customer needs.
- Assisted with customer financial and product inquiries in both English and French with accuracy and urgency.

Bilingual Technical Support / Customer Service Representative | Elavon

Sep 2018 - Mar 2019, Toronto, ON

- Supported customer inquiries in a business to business environment to ensure efficient and effective resolution.
- Provided technical support for the Point of Sale Terminal in both English and French.
- Leveraged diverse web-based applications to investigate and verify businesses in the Elavon system.

Customer Service Representative | MoneyKey

Jan 2014 - 2016, Toronto, ON

- Reviewed, verified and updated customers' loan applications.
- Generated new leads through inbound calls from interested applicants.
- Helped new customers create their accounts over the phone.

EDUCATION

BrainStation | Diploma Candidate, User Experience Design

Nov 2021 - Feb 2022, Toronto, ON

Codecademy | Web Development Certificate

2020, Toronto, ON

Algonquin College | Diploma Applied Arts and Technology - Recreation and Leisure Services

Sep 2016 - Jun 2018, Ottawa, ON

Graduated with Honors (3.8 GPA) - Dean's list 4 semesters

PROJECTS

[Portfolio Website](#) | Designer and Coder - 2020

Portfolio website designed with Figma and co-developed using HTML and CSS to showcase my work.