

# Sushant Vaid

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## Education

- **Graduate Certificate in Interactive Media Management**

Algonquin College, Ottawa, Canada.

2023

- **Graduate Certificate in Interdisciplinary Studies In Human-Centred Design**

Algonquin College, Ottawa, Canada.

2022

*Dean's Honour's List* CGPA: 3.80

## Projects

- **IRCC** - Worked on a project with Immigration, Refugees and Citizenship Canada to lower call volume at their Client Service Center (CSC) and enhance client support experience for applicants of permanent residence. Secondary research, participant recruitment, participant and Subject Matter Expert interviews, journey and ecosystem mapping, solution design, and usability testing were all part of the project. Compiled all the information into a report using APA citations.
- **Viamo** - Assisted client in achieving their objective of improving the lives of The Haitians living in The Bahamas as refugees. The goal of the project was to help refugees move from being refugees to having legal status so they could open their own business in The Bahamas, which could be done by using an IVR (Interactive Voice Response) system.
- **Sustainable Development Goal 11** - Identified problems of the transportation system between Ottawa and Gatineau and developed solution of an Express System which allowed better travel of buses with better routes and hotspots in the region.

## Work Experience

### Web Design Internship | April 2021 - Sept 2021

#### **Broke mate, India**

- Did usability testing for the website.
- Competitive analysis was used to update the website design features.
- Enhanced the website layout using Wordpress.
- The competitive analysis procedure entailed looking at the websites of businesses in the same or similar industries and examining the parts that were lacking.

## Technical Support Analyst | Oct 2020 - Mar 2021

### Collabera, India

- Worked as a tech support specialist for HCL through the vendor Collabera.
- Collaborated with Brightstar (now know as Likewise) to resolve their user's problems.
- Resolved technical issues on the servers for users.
- Assisting them in troubleshooting devices to solve problems that were either hardware or software related.
- Interacted with users from all over the world, empathizing with them to understand and address their problems.

## Skills

- |                                       |                                 |
|---------------------------------------|---------------------------------|
| • Secondary research                  | • Leadership                    |
| • Data Visualization                  | • Team work                     |
| • Strategizing                        | • Cognitive Empathy             |
| • Data synthesizing                   | • Insight analysis              |
| • Customer journey mapping            | • Human-Centred Design thinking |
| • Strong interpersonal skills         | • Wireframing                   |
| • Writing skills                      | • Prototyping                   |
| • User-Centred Research Methodologies | • Analytical thinking           |
| • Structured interviews               | • Usability Testing             |
| • Non-Structured interviews           | • Agile Methodology             |

## Technical skill

- |              |             |
|--------------|-------------|
| • Photoshop  | • MS Office |
| • POS system | • Excel     |
| • Trello     | • Word      |
| • Figma      | • HTML      |
| • Canva      | • CSS       |
| • Miro       | • Mailchimp |

## Achievment

- Dean's Honor's List, *Algonquin College*
- Successfully Managing logistics for college event "HCDX", *Algonquin College*

## Certifications

- **Foundations of User Experience Design**

By Google 2021

- **Build Wireframes and Low-Fidelity Prototypes**

By Google 2021

- **UX Design Process: Empathize, Define, and Ideate**

By Google 2021

- **Project Management Foundations**

By LinkedIn 2020

References available upon request