

Namrata Desai

UX DESIGNER

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www.namrata.design

PROFILE

Operations Supervisor turned UX Designer, bringing an engineering perspective to problem-solving. My deep sense of empathy comes from working in client-centric environments and diverse groups.

My passion for creativity and looking at things with a fresh perspective led me to UX design.

PROGRAM KNOWLEDGE

- Figma
- InVision
- Sketch
- Zeplin
- Optimal Sort
- Photoshop
- Procreate

SPECIAL SKILLS

- UX/UI design
- Visual design
- Interaction design
- Responsive design
- Design system creation
- Project management
- Account management
- Copywriting
- Hiring

EXPERIENCE

Majorel Canada, Waterloo, CA

Operations Supervisor

Nov '20 – Jul'21

Social Media Moderator

Jul'20 – Nov'20

- Promoted within four-month timeframe for exceeding goals and supporting company culture
- Tracked growth on a weekly basis using workforce management software for quality assurance
- Managed a team of 30+ people to ensure quality work and trained team members for updated policies
- Reviewed company evaluations for employees on a weekly basis for optimal outcomes

Subway Restaurants, Kitchener, CA

Assistant Manager

Oct'18 – Jan'20

- Managed inventory on a weekly basis using previous data to effectively enhance productivity
- Scheduled shift duties for staff to ensure smooth operation of business and distribute workload among employees
- Hired and trained personnel whenever required to meet business operations

EDUCATION

BrainStation | Diploma Candidate, User Experience Design

Ontario, Canada

Jul '21 – Oct '21

Conestoga College | Post Graduate Diploma, Computer Application Development

Ontario, Canada

Sep '18 – Apr '19

Conestoga College | Post Graduate Diploma, Computer Application Security (Dean's list)

Ontario, Canada

Sep '17 – Apr '18

PROJECTS

HOMEZIE (DIY Home improvement app) | UX Researcher & Designer

BrainStation

Jul '21 – Oct '21

- Completed user research to identify the core problems of the users and created persona
- Produced wireframes and prototype that contributed to user-centric design
- Managed user testing in preparation for app design and implemented test results to prototype for better workflow
- Converted into high fidelity prototype by applying user-friendly colors, imagery, and design to create a brand for digital product