

VANESSA UNGERER

USER EXPERIENCE DESIGNER

EXPERIENCE

Recreation Leader | City of New Westminster

JUN 2014 – MAR 2020, NEW WESTMINSTER, BC

- Provided a friendly and easy experience for all recreation customers
- Designed and tailored lesson plans to suit individual needs while maintaining a fun and safe learning environment

Administrative Assistant Co-op | Glentel Inc.

MAY – SEP 2020, BURNABY, BC

- Dealt with customer concerns, honing problem solving abilities
- Sorted 4,000 contracts weekly, decreasing backlog by 9 months

EDUCATION

BrainStation | Diploma Candidate, User Experience Design

JUN – SEP 2020, VANCOUVER, BC

Simon Fraser University | Bachelor of Business Administration

SEP 2015 – APR 2020, VANCOUVER, BC

Concentrations in Marketing and Human Resource Management

PROJECTS

Capstone Project | User Experience Designer

JULY – SEP 2020, BRAINSTATION

Utilized learnings throughout my BrainStation UX Design program to create a capstone project guided by the question: How Might We enhance the craft beer experience to make it more enjoyable?

BrainStation x EY | User Experience Designer

AUG 2020, BRAINSTATION

Completed a 5-day design sprint tackling the problem: HMW connect first-year students through similar interests to help them build networks during their online education experience? Presented key research findings, a design solution, and next steps.

Maraba Coffee | Marketer

SEP – DEC 2019, SIMON FRASER UNIVERSITY

Developed an international marketing plan to introduce Maraba Coffee into Europe. Conducted secondary research and forecasted European market conditions. Presented recommendations to stakeholders and developed a report with research findings.

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SKILLS

Sketching, Prototyping, User Research, Experience Mapping, Story Boarding, Card Sorting, IA, Task Flows, Usability Testing, App Design, Rapid Prototyping, Responsive Web Design, Multiplatform Design

TOOLS

Sketch, InVision, Figma, Principle

PROFILE

I bring an empathetic and human centered approach to design experiences that users will love. Keen attention to detail and an ability to collaborate with teams and stakeholders define me. With a background in Business Administration and concentrations in Marketing and Human Resource Management, I am competent in understanding both user and business needs.