

Robert Lauchlan

UX Designer

lauchlanrobert@gmail.com
587-785-5643
linkedin.com/in/robertlauchlan

Profile

Aspiring UX Designer with an education in economics and a background in retail banking. My passion for UX design sprouted from a love for problem solving, critical thinking and teamwork. The skills and experiences that I have cultivated in my lifetime have set me up to thrive in a UX design role.

EXPERIENCE

Personal Banking Associate | TD Canada Trust

JUL 2019 - SEP 2020, VANCOUVER, BC

- Effectively communicated with clients to solve personal banking, investing and borrowing needs
- Exercised problem solving skills when finding unique solutions for complex client problems
- Acted as a Liaison between TD partners and clients

Customer Experience Associate | TD Canada Trust

MAR 2018 - JUL 2019, VANCOUVER, BC

- Exercised attention to detail when helping clients with day to day transactions
- Communicated clearly and effectively to clients to provide excellent customer service
- Thrived in a team environment to meet and exceed sales goals

EDUCATION

BrainStation | Diploma Candidate, User Experience Design

SEP - DEC 2020, VANCOUVER, BC

University of Victoria | Bachelors in Economics, Minor Commerce

SEP 2013 - 2018

SKILLS

Figma, Sketch, Invision, Principle, Marvel, Microsoft Excel, Microsoft Word, Powerpoint

PROJECTS

Caddie (Mobile application) | UX designer

SEP 2020 - DEC 2020, Brainstation, Capstone Project

Caddie addresses the problems golfers face when trying to improve at the sport. The app offers advanced statistics, GPS tracking and personal instruction.