

Alex Gillespie

UX DESIGNER

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PROFILE

I went into banking in order to help people manage their money so they can get back to what matters. I quickly found that people didn't want help, they wanted simple and powerful tools to help themselves.

I am now passionate about creating engaging experiences that help users reach their goals on their terms.

EXPERIENCE

Customer Service Representative | TD Bank

MAR 2019 - JUL 2020, VICTORIA, BC

- Practiced offering a user-first mindset, resulting in one of the highest customer satisfaction scores in the branch.
- Demonstrated problem-solving skills and the ability to work within a team in order to resolve a wide variety of novel problems on a daily basis.
- Developed a high level of attention to detail as part of the daily operations of banking.
- Managed lines of communication with customers while helping process issues and coordinate between departments in order to produce results for novel banking issues.

Delivery & Service Technician | Shoppers Home Healthcare

NOV 2017 - 2018, VICTORIA, BC

- Demonstrated logistical and problem-solving skills in order to oversee the repair and delivery of healthcare and mobility equipment.
- Coordinated between the store and suppliers to ensure problems were accurately identified and solved efficiently.
- Responsible for invoicing products, aiding the day to day operations of the store.

EDUCATION

BrainStation | Diploma Candidate, User Experience Design

SEP - DEC 2020, VICTORIA, BC, CA

CSI Institute | Canadian Securities Course

NOV 2018, VICTORIA, BC, CA

University of Victoria | Bachelors in Economics

SEP 2012 - MAY 2017, VICTORIA, BC, CA

SKILLS

Invision, Sketch, Figma, XD, Marvel POP App, Zeplin

PROJECTS

Congregate | UX/UI Design

DEC 2020, BRAINSTATION

Designed a mobile application that allows online learners on sites like Coursera and Skillshare to form groups with other learners and progress through the material together. Researched, prototyped, and user-tested the design into its current iteration.