

Kevin Furtado

UX DESIGNER

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PROFILE

Combining my computer science background with hospitality experience, I bring a unique blend of technical and interpersonal skills to UX design. Passionate about the intersection of people and technology, I am eager to leverage AI in shaping user experiences. My kind empathetic nature and adaptability will drive innovative solutions for users' needs in the evolving UX landscape.

SKILLS

Figma, InVision, UX Research, Prototyping, Adobe Creative Suite Wireframing, UI Design, Heuristic Evaluation, Information Design, JavaScript, C, HTML, CSS

EXPERIENCE

Server | Le Germain Hôtel

JAN 2022 - PRESET, TORONTO, ON

- Developed strong communication abilities using active listening techniques ensuring positive guest experiences.
- Balanced multiple responsibilities in a high-pressure setting while coordinating with team members to distribute responsibilities.

Home & Event Manager | JKL

JAN 2020 - MAR 2023, TORONTO, ON

- Maintained guest comfort through meticulous event space management, highlighting strong organizational skills and attention to detail.
- Streamlined reservations and proactively sought feedback for improvements, reflecting a commitment to continuous enhancement and user satisfaction.

Lead Support Operator | Hatch Coding

FEB 2018 - MAR 2019, TORONTO, ON

- Developed user-focused marketing campaigns for 2,000+ users, leveraging audience insights.
- Collaborated in a lean agile work environment using SCRUM.
- Steered the customer support team in addressing inquiries and resolving issues, refining the company's knowledge base.

EDUCATION

BrainStation | User Experience Design

APR 2023 - JUN 2023, TORONTO, ON

Toronto Metropolitan University | Bachelors in Computer Science

SEPT 2012 - 2017, TORONTO, ON

PROJECTS

UX Designer | Chat-to-Journal LGBTQ+ Mental Health - BE.YOU

APR - JUN 2023, CAPSTONE PROJECT

- Designed an inclusive and accessible user experience utilizing user-centered design principles, leveraging AI to create a guided journaling experience that promotes self-reflection to improve LGBTQ+ youth mental wellbeing.

UX Designer | Sustainable Products Connection - ECOWISE

JUN 2023, BRAINSTATION INTERDISCIPLINARY INDUSTRY PROJECT

- Emphasizing collaboration and effective team management, I led the UX process through a 24-hour challenge, delivering an MVP that simplifies access and understanding of green products for eco-friendly consumers.