

Priyanshi Parekh

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SUMMARY

Versatile User Experience Designer with a strong foundation in both design principles and programming languages. Skilled in conducting user research, wireframing, and prototyping, I bring a holistic approach to every project, ensuring that design solutions not only meet but exceed user expectations across various platforms and devices.

EXPERIENCE

Customer Service Representative

Majorel Canada Inc.

August 2023 - Present, Canada

- Provides research, verification and responses to customer inquiries
- Provides high caliber Customer interaction as measured by call quality reports, call audits, and customer satisfaction survey
- Presents to the public a strong working expertise in all Client Supported Products (now and in the future) as measured by call quality reports, call audits, and customer satisfaction survey scores
- Ensures innovation and quality in all Customer interactions as measured by call quality reports and customer satisfaction survey
- Captures all required data elements in internal Online Store and other systems of record as required by training and operational procedures
- Maintains a general awareness of client's strengths in the industry; and
- Assists Customers by answering queries relating to their order status, changes and delivery timeframes
- Other duties as assigned

UI/UX Design Specialist

Puddleshaker

May 2023 - July 2023, CA, Waterloo

- Enhanced user experience through optimized workflows and mobile-first design.
- Developed web application components with a focus on consistency and usability.
- Conducted iterative user research and stayed updated on industry trends.

WordPress Intern

iClerisy

January 2022 - April 2022, IN, GUJARAT, Ahmedabad

- Led end-to-end e-commerce website development using WordPress and plugins.
- Collaborated with Agile teams and implemented changes for optimal results.

AWS Developer Intern

Panache Software and Service

June 2020 - July 2020, IN, GUJARAT, Ahmedabad

- Acquired proficiency in AWS services and implemented them in assigned tasks.
- Created a webpage showcasing practical implementation using AWS services.

EDUCATION

Postgraduate Degree Certificate - Interactive Media Design

Conestoga College · CA, ON, Kitchener · 2023

· Conestoga College, Kitchener, ON

Bachelor of Technology – Computer Science Engineering

Institute of Computer Technology, Ganpat University · IN, GUJARAT, Ahmedabad · 2022

· Institute of Computer Technology, Ganpat University, Ahmedabad

SKILLS

TECHNICAL SKILLS

*Figma, Adobe Creative Suite, User Research, User Testing

*UI Design, Wireframing, Prototyping, Web Prototyping, Web Design

*WordPress, HTML5, CSS3, JavaScript, C++, Java, Python

*Database Management, ASP.net, IBM Cloud, AWS, GitHub, JIRA, Trello.

CORE COMPETENCIES

*Communication skills, Adaptability, Strategic Thinking

*People Management, Software Proficiency, Team-Work

*Technical Expertise, Time and Project Management