

Sophia Chagani

Calgary, Alberta

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[LinkedIn Profile](#)

EDUCATION

User Experience Design, Humber College

SEPTEMBER 2021 - AUGUST 2022 | TORONTO

Bachelor of Arts - Psychology, University of North Texas

AUGUST 2016 - AUGUST 2018 | TEXAS, USA

Bachelor of Arts - Psychology, University of Mumbai

AUGUST 2010 - MAY 2013 | MUMBAI, INDIA

EXPERIENCE

User Experience Designer, Flex Travel Solutions

August 2022 - March 2023 | TORONTO

- Developed wireframes, hi-fi mockups, and interactive prototypes to convey design direction for B2B SaaS products
- Created written content to support the design effort aligning with B2B goals.
- Conducted user research and testing to inform design decisions
- Collaborated in a cross-functional team to ensure seamless integration of designs into the development process.
- Proofread and edit documents as assigned.

User Experience Designer Intern, Flex Travel Solutions

JUNE 2022 - JULY 2022 | TORONTO

- Developed wireframes, hi-fi mockups, and interactive prototypes.
- Planned/created microcopy in digital products to help users understand and navigate the platform.

ECE Marketing Support, Child Development Resource Connection Peel

SEPTEMBER 2021 - FEB 2022 | TORONTO

- Conducted market research, trend analysis, and provided recommendations to improve target market engagement
- Developed, created, and published engaging social media content for branding and outreach

Retention Specialist, S&P Data LLC

OCTOBER 2020 - JUNE 2021 | TORONTO

- Designed and offered customized solutions to exceed customers' expectations.
- Investigated customer feedback to develop new techniques to retain business.
- Communicate efficiently on issues through tickets and phone with customers

Early Childhood Educator Assistant, The Eastside Montessori School

OCTOBER 2018 - DECEMBER 2018 | WASHINGTON, USA

- Assisted Early Childhood Educator (ECE) in planning, preparing and implementing the learning environment, setting up, and preparing materials.
- Implemented communication and documentation responsibilities
- Provided a clean, safe and supportive environment for the children and staff.

HONORS

2022: Dean's List, Humber College
Faculty of Media and Creative Arts

2021: Dean's List, Humber College
Faculty of Media and Creative Arts

2018: President's List, University of
North Texas

SKILLS

DESIGN

Prototyping

Wireframes & mockups

UX/UI Design

Microcopy

RESEARCH

Interview

Questionnaires

Personas

Usability Testing

Journey Mapping

TOOLS

Canva

Figma

Miro

Adobe XD

VoiceFlow

Jira

Confluence

Slack

MS Teams

LANGUAGES

English

Hindi

Gujarati