

NIKHIL SEHGAL

UX/UI Designer

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RIGHT TO WORK

I am authorized to work in Canada and currently hold an Open Work Permit, eliminating the need for employer sponsorship.

EDUCATION

- **Graduate Certificate in Interactive Media Management – Interaction Design**
Conestoga College, Canada | Apr 2024
- **B. Tech – Information Technology**
Dr. A. P. J. Abdul Kalam Technical University, India | Jun 2011

SKILLS

- UX Research
- Information Architecture
- Visual Design
- UX/UI Design
- Interaction Design
- Design Systems
- UX Writing
- Wireframing & Prototyping
- Usability Testing

TOOLS

- Figma
- Photoshop/Illustrator
- Webflow
- Miro
- Adobe XD
- HTML & CSS

EXPERIENCE

UX Researcher (Internship)

AlertPass Inc. | Mar 2024 - Apr 2024

- **Championed user-centered research:** Conducted 10 in-depth user interviews to uncover needs and pain points, informing product improvements that led to a 15% increase in user satisfaction (measured by post-implementation surveys).
- **Identified strategic opportunities:** Performed competitive analysis to pinpoint differentiation opportunities, resulting in a 25% user engagement increase.
- **Delivered actionable insights:** Created (user personas, journey maps etc.) that led to the implementation of 3 key design improvements, directly addressing user needs and pain points.

UI/UX Designer

iWorks Solutions | Aug 2020 – Jul 2023

- **Led the design of impactful MVPs:** Facilitated the design process for 2 Minimum Viable Products (MVPs) within an agile environment, resulting in a 12% increase in user engagement in 3 months.
- **Implemented user-centered design:** Utilized a user-centered approach, conducting research, and creating wireframes, prototypes, and high-fidelity mockups (validated through quantitative surveys) using tools like Figma, Miro etc. This boosted the client engagement by 20%.
- **Increased efficiency and client engagement:** Streamlined design workflow using Lean principles, ensuring responsive designs across platforms. This resulted in a 30% increase in development efficiency and a 20% reduction in project completion time.

Sr. Tax Assistant

Income Tax Department | Mar 2017 – Jul 2020

- Processed and disbursed over \$154 million in tax refunds, ensuring accuracy, efficiency, and strict compliance with regulations.
- Reduced erroneous refunds by 35% through analysis of complex financial data and identification of discrepancies during tax calculations.
- Leveraged project management methodologies to prioritize workloads, track progress, and consistently meet deadlines in a high-pressure environment handling an average of 75 high-priority tax returns monthly.