

# Yonatan Desta

## UX Designer

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### PROFILE

Detail-oriented UX Designer with a multicultural perspective. Skilled in intuitive interface design and user studies.

Successful in collaborative innovation, demonstrated by winning the BrainStation X theScore Hackathon. Eager to craft impactful digital solutions through creative problem-solving.

### TOOLKIT

**UX Design** : Canva, InVision, Figma, UsabilityTesting, Story telling, Wireframing, Prototyping

**Development** : Wix, Squarespace, Webflow

**Project Management** : Agile, Waterfall, Scrum and Gantt Charts, Kanban boards,

### EDUCATION

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#### Certificate, User Interface Design | BrainStation

2023, Canada

#### Diploma, User Experience Design | BrainStation

2023, Canada

#### Certificate, Project management | NPower Canada

2022, Canada

#### Bachelor Degree, Computer Science | Unity University

2018 - 2020, Ethiopia

### EXPERIENCE

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#### UX Designer & Consultant | Mesob Habesha Fusion

2023 - Present, Canada

- Led the design and development of the website and for Mesob Habesha Fusion, an Ethiopian restaurant
- Developed wireframes, prototypes, and interactive mockups for the restaurant's website
- Conducted in-depth user interviews and usability studies to understand customer behaviors

#### Operational Specialist | SkipTheDishes

2021 - 2023, Canada

- Assisted 100-150 customers per day on live chat support being the first point of contact by looking into different issues related to customer accounts
- Actively listened to identify problems reported by customers and consulted the appropriate department to improve the overall user experience of the product

#### Operational Specialist | CGI

2021, Canada

- Reviewed 150 documents and online questionnaires daily for one of Canada's largest banks, ensuring accuracy and completeness.
- Applied meticulous attention to detail, comparing results against acceptance criteria, and preparing detailed reports for resolution.
- Allocated appropriate resolution action and prepared daily reports.

### ACHIEVEMENT

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#### The BrainStation X theScore Hackathon | [Case study](#)

2023, Canada

- Led a team of designers to victory in a 24-hour hackathon, collaborating on an industry project and securing first place.
- Showcased exceptional problem-solving skills and creativity, resulting in the award-winning solution.