HAMZA MAGAN

UX DESIGNER

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SUMMARY

I'm an Interactive Media Design student with a strong interest in creating digital experiences that are simple, meaningful and visually engaging. I enjoy bringing ideas to life through design and technology whether it's building a website, shaping a brand identity or simply improving the way people interact with a product. Over time, I've learned to think critically about how design can make a real impact, not just look good.

At Algonquin College, I've worked on several hands-on projects that taught me how to plan, design, and test digital interfaces from start to finish. I've become confident using tools like Figma, Adobe Creative Suite, WordPress and Shopify I've also learned to conduct usability tests and adjust designs based on user feedback. These experiences helped me understand how to balance creativity with function and work effectively in collaborative environments.

Before focusing on design, I worked in technical support and customer service, which helped me develop patience, communication and problem-solving skills. I've learned how to stay calm under pressure and find solutions that work for people .Qualities that continue to guide how I approach design challenges. I'm motivated to keep learning and to build a career that combines creativity, technology and global collaboration.

TECHNICAL SKILLS

Prototyping Tools	Interaction Design
User Research	Visual Design
Information Architecture	Usability Heuristics

SOFT SKILLS

Communication	Adaptability & Flexibility
Teamwork & Collaboration	Creativity & Innovation
Problem-Solving	Time Management

LANGUAGES

English: Fluent (reading & writing)
French: Fluent (reading & writing)

Ingenium Innovation Challenge
Ottawa,ON| March 2024

- Selected to participate in a 3-day national innovation challenge focused on sustainable water solutions.
- Collaborated with a team of designers and developers to create a prototype promoting water awareness.
- Designed the user interface and branding visuals using Figma and Adobe Illustrator, ensuring consistency and accessibility.
- Conducted quick usability testing to refine layout and improve the information flow for users.
- Presented the final prototype to industry professionals and received recognition for creative concept design and teamwork.

Indo Tourism – Web Designer

Ottawa, ON | January 2024 – March 2024

- Designed and developed the Indo Tourism website using WordPress and Pantheon, focusing on functionality, clarity, and user experience.
- Built responsive layouts and integrated features that improved site navigation and engagement by 25%.
- Created the site's branding elements — including color palette, typography, and imagery — for a cohesive visual identity.
- Conducted usability testing and performance optimization, reducing page load times by 30% before launch.

Digital Agency – UX/UI Intern

Ottawa, ON | May 2023 – August 2023

- Assisted senior designers in developing interactive prototypes and web layouts for multiple client projects.
- Conducted usability testing and integrated user feedback, improving navigation and interface clarity by 30%.
- Designed interface components, icons, and images in Figma and Adobe XD, maintaining visual consistency across pages.
- Collaborated with developers and project managers through Trello and Slack to meet tight deadlines.

Helpdesk Support Specialist

Markham, ON | January 2022 – January 2024

- Provided technical support to over 2,000 users, resolving hardware, software, and VPN issues through remote assistance.
- Managed user accounts in Active Directory, troubleshooting login credentials and network access.
- Utilized ServiceNow to track, escalate, and document tickets with a 95% on-time resolution rate.
- Performed system imaging, device setup, and deployment for branch offices across Ontario.

Customer Support Specialist

Ottawa, ON | February 2020 – December 2022

- Assisted customers across phone, chat, and email, addressing technical and service inquiries with professionalism and empathy.
- Maintained a 95% customer satisfaction rating, consistently exceeding performance targets.
- Supported onboarding of new employees and trained team members on communication standards and troubleshooting steps.
- Strengthened multitasking, active listening, and conflict-resolution skills in a fast-paced environment.

Lifeguard – City of Ottawa

Ottawa, ON | June 2018 – August 2019

- Supervised pool facilities and enforced safety regulations for swimmers of all ages.
- Responded quickly to emergencies and performed first aid and CPR when required.
- Contributed to daily maintenance, water quality checks, and incident reports to ensure compliance.
- Developed leadership, teamwork, and crisis-response skills through consistent community engagement.

Algonquin College – Interactive Media Design

Ottawa, ON | January 2024 – December 2025 (Expected)

- Gaining hands-on experience in UX/UI design, branding, and front-end web development using HTML, CSS, and JavaScript.
- Designing responsive websites and interactive prototypes using Figma, Adobe Creative Suite, and WordPress.
- Completing major projects including a personal portfolio, e-commerce store, and CMS-based client website.

Herzing College – Computer Networking Technology

Ottawa, ON | January 2021 – May 2022

- Studied network configuration, hardware troubleshooting, and IT systems management.
- Installed and maintained computer networks, performed diagnostics, and ensured security compliance.
- Strengthened technical problem-solving and teamwork skills through lab-based projects and real-world simulations.

CERTIFICATION & CLEARANCE

UX Design Essentials Certificate – Ottawa, ON | August 2023
 Completed professional training focused on user experience design principles, accessibility, and prototyping.

CompTIA A+ Certified – Ottawa, ON | June 2022
 Demonstrates technical proficiency in computer hardware, software, networking, and troubleshooting.

CPR & First Aid Certified – Ottawa, ON | August 2018
 Certified in emergency response, safety supervision, and first aid best practices.

Enhanced Reliability Status – Government of Canada (Active)
 Authorized for secure handling of sensitive information in professional environments.

PROFESSIONAL DEVELOPMENT & ACCOLADES

Ingenium Innovation Challenge – Design Recognition (2024)
- Participated in a national innovation challenge focused on sustainability; received recognition for creativity and teamwork in UX design.

UX Design Workshop – Ottawa (2023)
- Completed a professional workshop centered on usability testing, accessibility, and interactive prototyping.
- Creativity & Project Excellence Award – Algonquin College (2024)
- Recognized by faculty for outstanding design innovation and attention to detail in final-year projects.

HOBBIES & INTERESTS

Soccer · Gym Training · Photography · Traveling · Environmental Activism · Learning Languages

REFERENCES

Christian Sivière

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