



# Benjamin Gluch, UX/UI Designer

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As a creative UX/UI designer with 5+ years of graphic design experience, I bring passion and style to problem-solving! I always strive to put users' needs at the forefront by creating user-friendly and engaging experiences.

## Education

### User Experience Design

#### BrainStation

Jan 2022 - April 2022, Toronto, CA

### Graphic Design

#### Rosemount Technology Center

2017 - 2019, Montreal, CA

### Arts, Literature and Communication

#### Collège Rosemont

2014 - 2016, Montreal, CA

## Skills

**Tools:** Figma, Webflow, Photoshop, Illustrator, InDesign, Adobe Creative Suite, Adobe XD, Canva, InVision, Power Point, Excel

**Design:** UX/UI Design, Sketching, Prototyping, Wireframing, Interaction Design, Web Content Accessibility Guidelines, Design Systems, Typography

**Research:** User Research, Interviews, Usability Testing, User Persona Development, Journey Mapping, Heuristic Analysis, User Flows, Translation, Information Architecture

**Languages:** English & French

## Portfolio

### UX/UI Design Portfolio

[View Here](#)

## Experience

### Graphic Designer & Marketing Assistant, Mosaïque Surface

April 2019 - Present, Remote

- Created engaging copy in both English and French for social media posts and the marketing website, resulting in improved resonance with the company's target audience.
- Designed visually compelling newsletters, resulting in a 15% increase in the company's email marketing open rate, and contributed to increased product sales.
- Strategized with design, marketing and sales directors to produce promotional campaigns that resulted in increased sales and social media engagement.
- Contributed to elevating the company's overall brand image and consistency by creating a design system, and promotional materials such as flyers, social media campaigns, and web/print ads for new collection launches.
- Conducted extensive research on competitors' social media strategies, tactics, and industry trends, leading to the development of a comprehensive brand strategy across all channels.

### UX & Graphic Designer, Freelance

2018 - Present, Canada

- Met with clients and stakeholders to strategize and determine their needs for their company website by utilizing design thinking principles.
- Developed high-fidelity mockups and prototypes for mobile and web interfaces, and continuously iterating designs by incorporating important user and client feedback through usability testing and research.

### Customer Service Representative, Canada Post for ATELKA

April 2019 - Nov 2021, Montreal, CA

- Conducted customer service telephone calls for individuals and businesses, providing strong and professional communication to customers and adhering to established company protocols to maintain consistent and standardized service quality.
- Demonstrated ability to quickly understand customer inquiries and concerns, providing informed and courteous responses to maintain positive customer relationships.
- Resolved customer complaints and issues in a timely and effective manner, preventing escalation to higher departments and preserving customer satisfaction.