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# Chris Kovacs

## UX Designer | Digital Experiences & Conversational AI

Oakville

chris@ckovacsdesigns.com

### SUMMARY

UX designer with experience creating intuitive digital experiences across conversational, self-service, and platform-based systems. Skilled in translating user and stakeholder needs into scalable, human-centered experiences through interaction design, usability improvements, and information architecture.

### SKILLS

UX Design • Interaction Design • Prototyping • Figma • Adobe Creative Suite (Photoshop, Illustrator) • Mobile UX • User Journey Mapping • Information Architecture • Accessibility • Usability Optimization • Conversational UX

### PROFESSIONAL EXPERIENCE

#### **Sheridan College, Oakville** — *Platform Solutions Lead*

November 2023 – April 2026

- Designed end-to-end conversational user experiences, interaction patterns, and self-service flows within an AI-powered platform, contributing to ~10× growth in engagement
- Used Figma to support research, wireframing, prototyping, and iterative design exploration for conversational and self-service experiences
- Translated stakeholder and user needs into conversational flows that improved self-service adoption
- Optimized conversational interfaces and interaction flows to reduce friction and improve information accessibility

#### **Sheridan College, Oakville** — *Research and Academic Initiatives Associate*

March 2023 – November 2023

- Designed interactive educational experiences and user flows within a virtual learning environment, improving usability for student-facing experiences
- Organized content and navigation to improve usability and information accessibility
- Maintained digital content using Drupal and front-end web technologies

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## **The Open University, Remote** — *User Experience Designer Co-op*

June 2021 – August 2021

- Designed and developed interactive educational experiences within a virtual learning environment
- Improved interaction flows and usability for student-facing experiences

## **Rank Xpress, Concord** — *Project Manager*

March 2014 – June 2016

- Collaborated with clients, designers, and developers to create user-focused digital experiences across web and ecommerce platforms
- Gathered requirements and translated business goals into website structure, functionality, and user flows
- Improved usability, conversion flows, and content organization across multiple digital projects
- Guided clients through ecommerce dashboards and CMS platforms, improving usability and platform adoption

## **Rank Xpress, Concord** — *Web Project Consultant (Contract)*

April 2009 – March 2014

- Supported web and digital projects across multiple client accounts
- Translated business requirements into user-focused website structures and digital experiences
- Coordinated with clients, designers, and developers throughout project delivery
- Assisted with website implementation, usability improvements, and digital experience support

## **EDUCATION**

### **Sheridan College, Oakville** — *Honours Bachelor of Interaction Design*

September 2018 – April 2022

### **Sheridan College, Oakville** — *Diploma in Visual and Creative Arts*

January 2017 – April 2018

## **CERTIFICATIONS**

ServiceNow CSA | 2026

Google AI Essentials | 2026

Undergraduate Certificate in Creativity and Creative Problem Solving | 2022

TCPS Core 2 Certificate | 2019