

Davit Tigranyan

Senior Product Designer

EXPERIENCE

Senior Product Designer

Talkdesk • Aug 2020 - till now

While working at one of the leading contact center solutions providers I was involved in creating a feedback management tool for contact centers to gather, process and provide aggregated data and consumer responses to customers' analysts, agent managers and admins.

Senior UX Designer

Teamable • Oct 2019 - Aug 2020

Designed a new version of employee referral platform for both user groups - employees and recruiters. Added a gamification system. Also redesigned the company website to fit the product visuals.

Senior UX Designer

TechBuddy • Apr 2018 - Oct 2019

Led a team of two junior designers. Designed the whole semi-freelance technical support platform with gamification elements including customer and service provider mobile apps and admin panel.

UX Designer

BetConstruct • Oct 2016 - Apr 2018

Designed several skill and lottery games including Fantasy Sports and Game of Animals and then joined the backoffice team to design the admin panels for the partner companies.

Lecturer of Design Theory and Methodology

National Polytechnic University of Armenia • Sep 2015 - Sep 2016

Designed, prepared and developed teaching materials, delivered lectures and seminars, assessed students' coursework, supported them through a pastoral or advisory role.

UX/UI Designer

Web Assistant • Jan 2015 - Jan 2016

Designed web and mobile apps for customers from various industries.

Junior UX/UI Designer

Market.RF • Oct 2013 - Apr 2014

Worked on the one of the biggest Russian e-commerce site's design.

Design Intern (Street Furniture Design)

Municipality of Yerevan • Jun 2013 - Aug 2013

Internship in street furniture design.

CONTACTS

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EDUCATION

MSc in Computer Graphics

2015 - National Polytechnic
University of Armenia

BSc in Computer Graphics

2013 - State Engineering
University of Armenia

TECH SKILLS

Sketch
Figma
InVision
Principle
Adobe XD
Adobe Illustrator
Adobe Photoshop
Balsamiq
Axure

RESEARCH SKILLS

Usability Testing
User Interviews
Observation
Ethnography
Contextual Inquiry
Affinity Mapping
Journey Mapping
Heuristic Evaluation
Benchmarking
Task Analysis