

Donald Sagesse

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Experience

Tech Support Advisor

Feb 2020 – April 2023

General Motors | Oshawa

- Assist in the installation, configuration, and troubleshooting of various software applications.
- Collaborate with the IT team to escalate complex issues and coordinate with other IT teams for problem resolution.
- Spearheaded client support with repairs and resolving issues for General Motors luxury vehicles.
- Achieved monthly targets while respecting important deadlines.
- Efficiently manage and resolve approximately 27+ calls per day, providing first-level technical support to end-users via phone, email, and remote desktop. Logging call information, and escalating if necessary.
- Diagnose and resolve hardware and software issues, ensuring minimum downtime and high user satisfaction.
- Active participation in team activities designed to improve customer satisfaction and business performance.

User Experience Intern

May 2023 – Aug 2023

Smarter IT Services

- Conducted usability testing to identify areas of improvement.
- Developed interactive prototypes to showcase proposed enhancements.
- Presented findings and design solutions to the project team.
- Created wireframes and prototypes for the redesigned interface.
- Implemented user feedback through iterations.

Special Exceptions

Jan 2024 – Present

Royal Bank Of Canada (RBC) | Remote

- Responsible for helping complete the bank's many time-sensitive administrative duties, while assessing the quality control of the team's work and any documents coming in and out of the bank.
- On many occasions, I have coordinated my peers and directed them onto queues to prevent backlog.
- I have improved productivity by revising team-specific work procedures and training documents and improved client response rates by revising translations on bank correspondence.

Education

Durham College, Oshawa

Graphic design

- Expected graduation date: June 2024
- Additional courses related to graphic design
- Focus on the basics of learning Figma and Adobe XD at Durham College

UX Design Projects

GoFinance

- GoFinance is an app designed for tablets/iPads with the intention of helping user keep track of their spending habits, Investments, and many more
- This project was created using Figma and a few assets from Matreial.

Fashion.Co

- A website created for a small business with a small audience that wishes to keep in touch with its customers
- This website was made with the intention of helping the designer grow its audience while making the website visually appealing to the eyes.

Skills

Wireframing, Prototyping, Figma, Adobe XD, Interaction Design, Usability testing, Persona development, Information Architecture, Adobe Creative Suite, Collaboration and Communication