

CHINTAN PATEL

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SUMMARY

UI/UX designer backed by five years of operations and team leadership in high-volume Canadian service environments. Pairs Google UX Design certification and formal web design training with firsthand insight into real user friction. Ships case-study-backed product work, from discovery research through a documented design system to production build.

SKILLS

UI & Visual Design: Figma, Adobe Creative Cloud, high-fidelity prototyping, design systems, responsive design, typography
UX Methods: User research, contextual inquiry, information architecture, user flows, interaction design, usability principles, accessibility (WCAG 2.2), design thinking
Web & Build: Next.js, React, TypeScript, Zustand, HTML5, CSS3, JavaScript
Automation & Tools: Notion API, workflow automation, Node.js, Claude, Cursor, Notion, Slack, Google Workspace

DESIGN EXPERIENCE

Freelance UI/UX Designer | Self-Employed, Navsari, Gujarat Jan 2026 – Present

Shree Hanuman Power Tools, UX Research & Design System (Concept)

- Led UX discovery (contextual inquiry, stakeholder and user interviews, competitive analysis), reframing the brief from “build an online store” to **reduce friction between intent and inquiry**
- Found that tradespeople confirm specs then contact rather than buy online, and designed an **inquiry-cart model** handing off to WhatsApp with a pre-filled message, removing payment friction entirely
- Built an industrial design system (zero border-radius, zinc-950 base, single crimson accent, Archivo Black and Inter), every token decided once and applied across **13 page layouts**
- Designed mobile-first navigation and a URL-synced trade-and-brand filter concept for a **5,000+ SKU** range (INGCO, DEWALT, STANLEY, Black+Decker, Taparia), with layouts spec'd to **WCAG 2.2** across breakpoints

Notion Repair Hub, Repair-Tracking & Customer-History System

- Observed technicians losing **five minutes per repair** to manual copy-paste filing, and redesigned the workflow so closing a repair takes a single status change
- Designed a two-database information architecture (active tracker plus unified customer archive) on one hub page, with automatic archiving
- Built it in one week via the Notion API and a Node.js automation daemon, cutting admin steps per repair **~95%**, eliminating duplicate profiles, and reducing onboarding from days to minutes

LEADERSHIP & OPERATIONS EXPERIENCE

Career Transition | Relocated from Canada to India; committed to a full pivot into UI/UX design Aug 2025 – Dec 2025

Shift Supervisor | Starbucks, Kitchener, ON Jan 2025 – Jul 2025

- Diagnosed recurring service issues and overhauled the complaint resolution process, improving consistency of customer recovery
- Led teams of 2–8 and standardized briefing and handoff procedures, reducing miscommunication between shifts

Shift Supervisor | William's Fresh Cafe, Waterloo, ON Jan 2023 – Jan 2025

- Directed a 15-member team, lifting customer satisfaction **12%** through service-standard coaching, and redesigned inventory and scheduling workflows to cut waste **15%** and save **~5 labor hours weekly**

General Supervisor | A&W Restaurants, Montreal, QC Jul 2020 – Oct 2022

- Oversaw shift operations, scheduling, evaluations, and compliance in a high-volume environment, streamlining staffing to eliminate peak-period overlap

EDUCATION

Diploma, Web Design and Programming | CDI College, Montreal, QC March 2022

Coursework: UI/UX Fundamentals, Interactive Web Content, Design Principles

CERTIFICATIONS

- Google UX Design Certificate** — Google, 2026
- AI Fluency: Framework and Foundations — Anthropic
- Introduction to Agent Skills — Anthropic
- Generative AI: Prompt Engineering Basics — IBM

LANGUAGES

English (Fluent) • French (Conversational) • Hindi (Native) • Gujarati (Native)