

MONIKA TAK

SENIOR UX DESIGNER

monikastak06@gmail.com

+1 647-676-9239

[Linkedin](#) | [Portfolio](#)

Results-driven designer with 5+ years of experience driving tech startups and enterprise growth. Proficient in designing digital and analytical dashboards, intuitive user interfaces, and conducting user research. Ability to implement AI-first UX and accessibility standards effectively to achieve superior user-centred results.

EXPERIENCE

Thomson Reuters, Toronto, ON — UX Designer (Contract)

APRIL 2025 - PRESENT

Thomson Reuters provides trusted content and technology solutions to professionals across various sectors, including legal, tax, accounting, compliance, government, and media. What I do:

- Collaborate with Product managers, accessibility specialists and UX engineers to ensure a seamless user experience across financial & legal enterprise platforms.
- Implemented AI-powered solutions for various complex trade and legal digital products while balancing both customer and business needs and helping legal associates cut task time by at least 40%.
- Designed an end-to-end customer identity and access management portal to help initiate the migration of users from a third party to the Thomson Reuters account, leading to a 62% adoption within 1 week.
- Created a shared UI pattern library to be used cross-functionally and to maintain design consistency across different teams.

Freelance Visual/UX Designer, Toronto, ON

JANUARY 2024 - FEBRUARY 2025

Worked as a freelance designer, providing web and mobile interface design services to clients across various industries.

- Designed wireframes and visually aesthetic mockups for mobile and web applications for a trucking/freight services client while working closely with developers to validate and build the product.
- Designed and developed a design system to ensure consistency across platforms and ease of design implementation for the client, along with wireframes, mockups and interactive prototypes.
- Identified issues and proposed a new user experience for an insurance application, resulting in faster turnaround time while completing a task.

Serefin Health, Toronto, ON — UX Designer (Contract)

MAY 2023 - SEPTEMBER 2023

Serefin Health (B2B, B2C, SAAS) provides exceptional healthcare solutions to individual consumers and corporate EAP solutions. Serefin Health Concierge excels in complex condition management. What I did:

- Integrated user feedback received through usability testing resulted in a 38% increase in user satisfaction, leading to the onboarding of 150+ new users by implementing a jobs-to-be-done framework.
- Conducted use case analysis, user interviews and research using UserTesting to understand user needs, challenges and pain points in an Agile work environment and supported full product lifecycle.
- Developed wireframes, website landing pages and software UI mockups to create an end-to-end customer journey and improve the software's overall user experience for billing and appointment booking.

TAXI (B2B) is a North American brand experience agency that harnesses creativity, technology and culture to create connected brands. What I did:

- Redesigned and shipped the iOS and web app for Volkswagen by introducing intuitive icons and a user-centred design, producing a 40% increase in conversion rates and a 32% jump in user engagement.
- Led design initiatives across the entire product lifecycle and drove the creative process while collaborating with developers & cross-functional partners to brainstorm strategic solutions.
- Led the end-to-end design process as a solo contributor for Volkswagen, solving users' complex challenges by working closely with the Product development team, managers and engineering teams.

[View more work experience](#)

EDUCATION

M.Des, Inclusive Design

OCAD University

Toronto, ON - Sept 2020 - May 2022

Publication: [Guidelines for designing Inclusive User interfaces for people with Visual Impairments](#)

Bachelor of Fine Arts

Central India School of Fine Arts

Nagpur, India - July 2013 - May 2017

DESIGN SKILLS

Creating high-quality mockups, interactive prototypes, & production-ready specs

Designing human-centred applications with an MVP approach

Developing user scenarios and documenting design decisions

Translating complex concepts into simple and functional designs

Design thinking approach to problem-solving for building scalable frameworks

Implementing Human-centred design methodologies in a cross-functional team

SOFT SKILLS

Excellent Communication & Ownership

Cross-functional & Strategic Collaboration

Problem-solving & Critical thinking

Empathetic & Easy to work with

Self-starter & Resourceful

DESIGN & AI TOOLS

Figma, Figma make

V0, Claude

Adobe Creative Suite

Microsoft Office, JIRA

Basics of HTML, CSS