

MONIKA TAK

UX DESIGNER

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[Linkedin](#)

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 UX and accessibility standards effectively to achieve superior user-centred results.

EXPERIENCE

Tundra/ 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 engineers to ensure a seamless user experience across platforms.
- Implement AI-focused solutions for various complex trade applications.
- Designed an end-to-end customer identity and access management portal to initiate the migration of users from a third party to the Thomson Reuters account.
- 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 wireframes, high-quality mockups and interactive prototypes

Designing responsive 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, Lovable

Adobe Creative Suite

Microsoft Office, JIRA

Basics of HTML, CSS