AG

Contact

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Skills

- UX/UI design
- User research
- Usability testing
- Wireframing
- Prototyping
- Design systems
- Accessibility (WCAG AA/AAA)
- Information architecture
- Data visualization
- Client communication
- Escalation management
- Design QA
- Workshops and mentoring

Tools

- Figma
- Figma Make
- Claude Design
- Sketch
- Lovable
- Gemini
- Fireflies

Amanda Danielle Gangadeen

Senior UX/UI Designer · client-facing, research-led, accessible by default

● Open to full-time & contract · Remote

Senior UX/UI designer with **7+ years** shipping B2B and B2C SaaS, from fintech learning tools to cross-border logistics. Before design, I spent **4 years in front-line public service** at the City of Toronto, so I am **as comfortable leading a tense client call as I am in Figma**. I turn complex workflows into products people can use on their own, with accessibility built in from the start.

Experience

Independent projects · Product Designer
Ongoing

- Evernear: designed and prototyped an AI journal that helps parents capture baby moments, then ran moderated usability tests with 3 parents and iterated on the findings.
- Racked: designed a mobile game that scores dishwasher loads, with a household scoreboard and rivalries, and produced its launch video.
- The Fold: designed a print-ready A4 personal newspaper, assembled with AI twice a week, with a reusable editorial layout system.

micro1 · UX/UI AI Design Expert
May 2026 – Jul 2026

- Evaluated web, mobile and product experiences for usability, accessibility, visual hierarchy and interaction quality to train AI on design principles.
- Wrote detailed feedback on design outputs to improve how AI understands design patterns and user-centered decisions.
- Reviewed other experts' work to keep quality consistent with client standards.

Parental leave · with independent projects
Jun 2025 – Apr 2026

Freelance · Senior UX/UI Designer
Jan 2025 – Jun 2025

- Led end-to-end projects for web, mobile, branding and AI clients, from discovery and strategy to developer handoff.
- Designed responsive websites, mobile apps, dashboards and landing pages focused on usability, accessibility and conversion.
- Built design systems, component libraries and documentation, and partnered with developers to balance user needs and feasibility.

AgentFire · Design Project Manager
Apr 2024 – Feb 2025

- Owned all client communication for UX/UI designers, graphic designers and developers on B2C products, and led escalations to resolution, bringing at-risk projects back on track.
- Connected clients with the CEO, sales, onboarding, support, customer success and development to keep every project aligned and on schedule.
- QA'd every design and development deliverable before launch, introduced processes and tools that removed recurring friction, and mentored the team.

Education

Diploma, UX/UI Design
RED Academy, 2018

BA, Legal Studies
Ontario Tech University (UOIT), 2015

Diploma, Court & Tribunal
Seneca College, 2011

Language

English
Native

Volunteering

Dr. Roz Healing Place
2021 – present

Hacker X
2019

Durham Rape Crisis Centre
2019

United Way Committee
2015 – 2017

Salvation Army Food Bank
2015

Boys and Girls Club
2015

Stallion · Senior UX/UI Designer

Feb 2023 – Mar 2024

- Redesigned the Shippsy shipping dashboard on mobile and desktop in 6 weeks, cutting 15 shipment statuses to 6.
- Added self-serve features (mobile pickup barcodes, cost breakdowns, notifications) that reduced customers' reliance on support.
- Owned the dashboard, onboarding, mobile app and website redesign, researching closely with customer-facing teams.
- Built and maintained the design system to WCAG AA, ran design workshops and mentored designers.

Sago · Senior UX/UI Designer

Apr 2021 – Jan 2023

- Feature owner on the redesign of Methodify, Sago's market-research platform, working with the UX director, product manager, architect and developers.
- Designed custom data visualizations and wrote accessibility guidance for the team, with links to the relevant WCAG criteria.
- Created and maintained the design system to WCAG AA, and QA'd builds before release.

Horizn Studios · UX/UI Designer

Oct 2019 – Apr 2021

- Redesigned a gamified learning module for a B2B and B2C fintech platform, including content editing and custom illustrations.
- Defined new digital banking features and presented analyses and recommendations to management.
- Created wireframes and high-fidelity prototypes to WCAG guidelines, working with the creative director, PMs and developers.

Planned Parenthood · UX/UI Designer

Sep 2018 – Sep 2019

- Redesigned the responsive website to WCAG AAA, with custom data visualizations and iconography.
- Ran research, information architecture and site mapping, and contributed to the brand guidelines and Sketch design library.
- Worked with UX designers, developers and the project manager to keep goals aligned from research to launch.

City of Toronto · Revenue Services Support Assistant

May 2017 – Jan 2019

- Identified user pain points on public-facing services and turned them into UX recommendations, wireframes and interface solutions.
- Handled high-volume resident inquiries on property tax, utility billing and parking payments by phone, email, mail and in person.
- De-escalated frustrated customers, resolved billing disputes and drafted responses to escalated complaints, including from 311 and elected officials' offices.

City of Toronto · Employment & Social Services Support Assistant

Mar 2015 – 2017

- Front-line contact for Ontario Works clients in person and by phone, using calm, empathetic communication at stressful moments.
- Assessed needs, explained benefits in plain language, and connected clients to employment, housing, health and child care resources.
- Organized employment and life-skills workshops, from scheduling and logistics to attendee communication.

Case studies and side projects at amandavisuals.com