

MARK HARKAY

UX/UI Designer | Visual Designer

Portfolio
Budapest, Hungary

LinkedIn
Hungarian



EXPERIENCE

UX/UI Product Designer

Deutsche Telekom IT Solutions HU

2022 - Present Budapest, Hungary

- Define UX strategy with a human-centered outlook for the project
- Design initiatives to enhance the offer process for B2B customers through the development of new microservice solutions
- End-to-end design process from the discovery through ideation and design to usability testing
- Create user stories and user journey maps
- Develop design concepts, wireframes, and fully interactive prototypes
- Create intuitive and visually appealing interfaces for seamless user interaction
- Collaborate closely with front-end developers in a Scrum team
- Conduct design reviews and user interview rounds with German- and English-speaking clients to validate concepts and ensure alignment with business needs
- Continuously iterate and refine designs based on user feedback and usability testing results
- Familiar with digital accessibility standards (WCAG) and their implementation

Application Manager

Deutsche Telekom IT Solutions HU

2019 - 2022 Budapest, Hungary

- Act as the primary liaison for communication with interface partners and German clients
- Provide leadership in overseeing incident, problem, and change management teams
- Enforce common IT standards and uphold the quality of configuration item information
- Ensure compliance with data protection and security mandates
- Evaluate and authorize system releases, service packs, and hotfixes to enhance operational efficiency

Visual Designer

markharkay.com

2017 - 2019 Budapest, Hungary

Freelancer

- Design promotional materials across digital and print, including event posters, social media assets and branded campaign visuals
- Create logos, flyers, and brochures with a consistent visual style and strong layout principles
- Produce video content (plan, record, edit, and finalize) for events, product highlights and social media campaigns
- Shoot and retouch photography for content needs, product features and team branding to support marketing and storytelling

SUMMARY

I'm a **Digital Product Designer** with a focus on **User Interface** and **Interaction Design**, always keeping great **UX** in mind. Backed by a strong foundation in IT, I take a holistic and strategic approach to my work and transform complex business requirements into **human-centered** solutions for **SaaS**, **Mobile**, and **Web** applications. I'm fluent in **English** and **German**, which enables smooth collaboration with international stakeholders. My expertise also extends to **Visual Media**, including video production and graphics, where I add a creative touch to my work.

SKILLS

Digital Product Design

User Journey Mapping

Figma

Miro

Low-Fidelity Sketching

Wireframing

High-Fidelity Prototyping

UX Design

JIRA

Responsive Design

Accessibility

UI Patterns

Touch Interaction Design

Interactive Prototyping

Interface Design

Mobile UX Principles

Design Systems

AI Image Generation

Adobe Creative Cloud

Typography & Color Theory

KEY ACHIEVEMENTS



AI Hackathon

Represented Deutsche Telekom as a UX/UI Designer on the competing team at the Google Cloud Challenge during DTW Ignite in Copenhagen.



Projects

Onsite projects across multiple locations (Valencia, Thessaloniki, Bonn, Berlin), contributing to the team's work on the main product, which was nominated for the company's Team IT Vision Award.

EXPERIENCE



Managed Service Owner

Unisy

- 📅 2013 - 2019 📍 Budapest, Hungary
- Serve as the Change, Incident, and Problem Manager for the supported tool used by the German client (Henkel)
 - Manage and control resolvers, 3rd-party suppliers, and service delivery groups
 - Responsible for meeting all service levels, deliverables, and contractual commitments
 - Prepare functional designs
 - Proactively identify service improvement or cost-reduction opportunities
 - Responsible for regular reporting with deep analysis of process gaps and improvement actions
 - Drive escalation management
 - Work closely with client and delivery units (SD, FS, PMO)

EDUCATION



UX/UI Designer

Deutsche Telekom Academy

- 📅 2021 - 2022 📍 Bonn, Germany
- UX Design - UI Design - Interaction Design - Accessibility



B.Sc. degree

Budapest Business University

- 📅 2006 - 2010 📍 Budapest, Hungary
- Economics



VET Diploma

Tourismusschulen Bad Leonfelden

- 📅 2002 - 2004 📍 Bad Leonfelden, Austria
- Tourism & Hotel Management

CERTIFICATION

Introduction to Web Accessibility

EdX

Citizen Designer for Digital Applications

M1ND

UX/UI Designer Explorer Journey & Academy

Deutsche Telekom AG

POPM

SAFe

Certified System Administrator

ServiceNow

ITIL SO, ST, CSI

APMG - Axelos

Prince2

APMG - Axelos

LANGUAGES

Hungarian

Native



English

Full professional proficiency



German

Full professional proficiency



French

Beginner



PASSIONS



Family Travels

We love travelling together, and it's important to me to give my children new experiences and adventures on our journeys.



Home Barista

I love exploring specialty coffees and perfecting my own coffee-making routine with high-quality, lightly roasted beans.