MARK HARKAY

UX/UI Designer | Visual Designer

🔗 **Portfolio**   🔗 **LinkedIn**   📍 Budapest, Hungary
🏳 **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 create digital products that blend UX/UI Design and Visual Design to build intuitive, human-centered experiences. Supported by a solid IT background, I take a holistic and strategic approach to turning complex requirements into effective solutions for SaaS, Mobile, and Web applications. Fluent in English and German, I collaborate smoothly with international stakeholders. My expertise also extends to visual media, including video production and graphics, adding 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.