

# MARK HARKAY

UX/UI | Product Designer

[Portfolio](#)

[LinkedIn](#)

[Budapest](#)

[Hungarian](#)

## EXPERIENCE



### UX/UI Product Designer

Deutsche Telekom IT Solutions HU

2022 - Present | Budapest, Hungary

- **Lead UX/UI design** for data-heavy enterprise B2B products within a specific project across multiple markets, defining and driving UX strategy with a human-centered approach
- **Own design initiatives** to enhance the offer process of a leading digital telco company and support the development of new microservice-based solutions
- **End-to-end design responsibility** from the discovery through ideation and design to usability testing
- Create user stories and user journey maps in close collaboration with business stakeholders
- Develop design concepts, wireframes, and fully interactive prototypes using **AI assisted tools**
- Collaborate closely with front-end developers in an **international scrum team**
- Conduct user research activities before and after implementation with **German and English speaking clients** to validate concepts, measure impact, and ensure alignment with business needs



### Application Manager

Deutsche Telekom IT Solutions HU

2019 - 2022 | Budapest, Hungary

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



### Visual Designer

markharkay.com

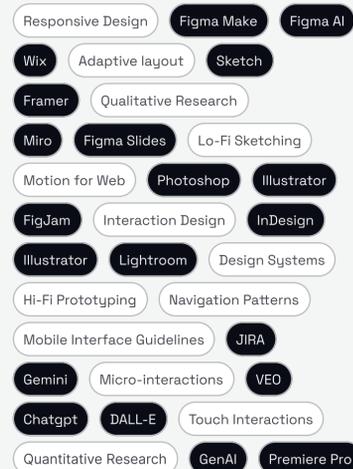
2017 - 2019 | Budapest, Hungary

- Design promotional materials across digital and print, including event posters, social media assets and **branded campaign visuals**
- **Create graphics** for 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

Creative and strategic UX/UI Designer with **4+ years of experience** designing enterprise products and digital experiences, translating complex requirements into effective solutions for **SaaS, Mobile, and Web** applications. I specialize in solving complex problems through user-centered design to create intuitive, accessible interfaces that drive business value. Supported by a solid IT background, my expertise also extends to **visual media**, including video production and graphics. **Fluent in English and German**, I collaborate smoothly with international stakeholders.

## SKILLS



## KEY ACHIEVEMENTS



### AI Hackathon

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



### International Projects

Conducted **onsite** design projects across multiple locations (**Valencia, Thessaloniki, Bonn** etc.), contributing to the main product, which was nominated for the IT Vision Award.

## EXPERIENCE



### Application Manager

Unisys

2013 - 2019 | Budapest, Hungary

- Serve as the Change, Incident, and Problem Manager for the supported tool used by the German client
- 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 and Management



### VET Diploma

Tourismusschulen Bad Leonfelden

2002 - 2004 | Bad Leonfelden, Austria

- Tourism & Hotel Management

## CERTIFICATION

### Introduction to Web Accessibility

EdX

### UX/UI Designer Academy

Deutsche Telekom AG

### UX/UI Designer Explorer Journey

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.