

# Vika Mikhlai | Product Designer (UX/UI)

Charlotte, NC | 571-469-7485 | [vikamikhlai@gmail.com](mailto:vikamikhlai@gmail.com) | [LinkedIn](#) | [Portfolio](#)

UX/UI Designer with **2+ years** of experience delivering responsive, accessible, and data-driven digital experiences. Strong background in finance and front-end development, bridging business, technical, and user needs to design at scale. Skilled in accessibility (WCAG), prototyping, analytics, and cross-functional collaboration.

## WORK EXPERIENCE

---

### UX Designer - Truist Bank, Hybrid

Aug 2024 - Present

Truist Bank is a top-10 U.S. bank with over **\$500B** in assets and more than **7M** digital banking customers.

- Develop and optimize **responsive web** interfaces for **online banking**, with a focus on investment and mortgage account management tools.
- Defined UX goals and questions, partnering with researchers to validate through studies and prototypes, improving adoption by **10%**.
- Partnered with PMs and engineers on requirements and alignment, reducing iteration cycles by **15%**.
- Champion accessibility (WCAG/ADA), increasing compliance, and reducing accessibility-related support tickets by **25%**.
- Leveraged Adobe Analytics and storytelling to influence executives and drive product priorities.

### Product Designer - ValueGlance, Remote

Jan 2024 - Aug 2024 (Full-time) - Sep 2025 (Part-Time)

ValueGlance is a fintech startup building an investment analysis and visualization platform.

- Delivered the investment tool end-to-end from MVP to MDP, improving task completion speed by **20%** and onboarding drop-offs by **15%**.
- Conducted research and usability testing, implementing improvements that increased customer satisfaction by **25%** and boosted retention.
- Provide ongoing design support to maintain consistency and scalability as the product evolves.

### Design Internships - Immer | Radical AI, Remote

Oct 2023 – Apr 2024

- **Immer**: Event ticketing startup. Designed onboarding and verification flows that improved customer journey efficiency; produced wireframes and prototypes supporting product launches.
- **Radical AI**: AI career coach platform. Redesigned career-coaching chat interface, improving readability and usability; delivered prototypes and visuals that drove engagement and user growth.

## SKILLS

---

**Design Tools**: Figma, FigJam, Adobe Creative Suite, Miro, Jira, Airtable, Linear.

**Core Skills**: UX/UI Design, Wireframing, Prototyping, Design Systems, Accessibility (WCAG/ADA), Usability Testing, Information Architecture, Responsive Web Design.

**Methodologies**: Human-Centered Design, Agile, Lean UX, Design Sprint.

**Technical**: HTML, CSS, JavaScript (React basics), Tailwind.

**Analytics**: Adobe Analytics, A/B Testing, Data-Driven Design.

## EDUCATION

---

**Bachelor's degree in Economics** | Belarusian State Economic University

Jul 2020

**Google UX Design Certificate** | Coursera

Sep 2023

**Web Development & JavaScript Certifications** | freeCodeCamp

Dec 2022