Curriculum Vitae

Personal information

Name	**Mark HARKAY**
Nationality	Hungarian
LinkedIn	[View]
Portfolio	[View]

About

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, leveraging my background to design web applications within a B2B business model for a leading telco company. I streamline the digital sales process by transforming complex business requirements into human-centered solutions and simplifying detailed offer procedures into clear, concise content. My expertise also extends to visual media, including video production and graphics, where I add a creative touch to my work.

I currently work for Deutsche Telekom, ranked among the top 10 most valuable brands worldwide.
#1 European Brand - #1 Telecoms Brand - #9 Global Brand

See what others are saying about my work here.

Work experience

Position	**UX/UI Product Designer**
Employer	Deutsche Telekom IT Solutions (Budapest, Hungary)
Date	December 2022 –

Activity

My primary focus is on design initiatives to enhance the offer process for Deutsche Telekom's B2B customers, particularly through the development of new microservice solutions. I hold direct responsibility for executing the end-to-end design process of these digital products, from the discovery phase through ideation and design to usability testing.

- Enhance user experience and user interface of digital products.
- Translate business requirements into user-centric design solutions.
- 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 within a Scrum team.
- Implement innovative design strategies to enhance product usability.
- Advocate for human-centered design principles and methodologies within the team.
- Continuously iterate and refine designs based on user feedback and usability testing results.
- Document design work to ensure consistency across teams and building guidelines to establish quality.
- Familiar with digital accessibility standards (WCAG) and their implementation.
- Stay updated with industry trends and best practices in UX design.

Skills: Customer Experience · Wireframing · Figma · User Experience (UX) · Agile Methodologies · User Stories · User Journeys · Visualization · User Interface Design · User Interface Prototyping · User-centered Design · Scrum · Digital Applications · W3C Accessibility · Web Content Accessibility Guidelines (WCAG) · Interaction Design · Design System

Position	**Application Manager**
Employer	Deutsche Telekom IT Solutions (Budapest, Hungary)
Date	August 2019 - December 2022

<u>Activity</u>

I hold responsibility for ensuring the consistent and dependable operation of a leading corporate identity and access management tool, which boasts an extensive user base exceeding 200,000 individuals and interfaces with numerous source (HR) and target systems on a global scale within the Telekom organization.

- Evaluate and authorize system releases, service packs, and hotfixes to enhance operational efficiency.
- Act as the primary liaison for communication with interface partners and clients.
- Enforce common IT standards and uphold the quality of configuration item information.
- Provide leadership in overseeing incident, problem, and change management teams.
- Collaborate with cross-functional teams to streamline workflow processes.
- Implement proactive measures to enhance application security and mitigate potential risks.
- Ensure compliance with data protection and security mandates.
- Create comprehensive strategies for continuous improvement of the application supported.

Skills: POPM · ITIL · Operations Management · Service Delivery Management · Application Management · Service Operations · Project Management

Position	**Managed Service Owner (MSO)**
Employer	Unisys (Budapest, Hungary)
Date	August 2013 - August 2019

<u>Activity</u>

I am entrusted with ensuring the reliable performance of a global request tool, which is under the ownership of an external client. I am elected for Employee of the Quarter, recognized for consistently achieving full client satisfaction, and acknowledged for significantly enhancing Unisys' reputation and UGSH capabilities.

- Act as consultant during planning and implementing new services to the application supported.
- Provide assessments on client requirements on functionality, design and process capabilities.
- Manage and control resolvers, 3rd party suppliers and service delivery groups for tooling support.
- Closely work together with client and delivery units (Service Desk, Field Support, PMO).
- Drive escalation management for the tool supported.
- Act as Change, Incident and Problem Manager for the tool supported.
- Lead Change Control Boards.
- Pro-actively identify service improvement or cost reduction opportunities for all services.
- Responsible to meet all service levels, deliverables, and contractual commitments.
- Present effort estimations, costing sheets for tooling changes.
- Prepare functional designs.
- Review risk and impact analysis to ensure it has been performed thoroughly.
- Responsible for regular reporting showing deep analysis on process gaps and improvement actions.

Skills: ITIL · ServiceNow · IT Infrastructure Operations · Managed Services · Operations Management · Service Delivery Management · Application Management · Service Operations · Project Management

Position	**Service Catalog Manager**
Employer	Unisys (Budapest, Hungary)
Date	July 2012 - August 2013

Position	**Service Desk Agent - Service Request Coordinator**
Employer	Unisys (Budapest, Hungary)
Date	April 2010 - July 2012

Skills: ITSM · Troubleshooting · Service-Level Agreements (SLA) · Incident Management · Problem Management · Customer Support · Change Management

2004-2006 I am spending time abroad (Austria, France, Ireland) to improve my knowledge of foreign languages.

Education

Qualification	**UX Designer** (New skilling UX: Learning Journey & Academy)
Organisation	Deutsche Telekom AG (Bonn, Germany)
Date	September 2021 - December 2022

Qualification	**Bachelor's degree, Economics**
Organisation	Budapest Business University (Budapest, Hungary)
Date	September 2006 - January 2010

Qualification	**Vocational and Educational Technical Diploma**
Organisation	Tourismusschulen Bad Leonfelden (Bad Leonfelden, Austria)
Date	September 2002 - May 2004

Certificates

edX
edX Verified Certificate for Introduction to Web Accessibility (2024)
M1ND
Citizen Designer for Digital Applications (2023)
Deutsche Telekom
UX/UI Designer Explorer Journey (2021), UX/UI Designer Academy (2022)
SAFe
Product Owner/Product Manager (2021)
ServiceNow
Certified System Administrator (2017)
Axelos
ITIL Intermediate - Service Transition (2016), ITIL Intermediate - Continual Service Improvement (2016)
ITIL Intermediate - Service Operation (2015)**,** ITIL Foundation (2014), Prince2 Foundation (2015)

Certificates are available [here](#).

Languages

Hungarian	Native
English	Fluent
German	Fluent
French	Basic

IT Toolsets

Microsoft	Office 365
Adobe	Creative Cloud All Apps (Illustrator, InDesign, Photoshop, Premiere Pro…)
Service Management toolsets	ServiceNow, BMC Remedy-ITSM, LaNDesk Management Suite
UX/UI	Figma
Agile	Jira, Miro, Kanban
Other	Website building