

KRISTIJONAS TELKSUNYS

User Experience Designer | Graphic Design Bachelor

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EXPERIENCE

User Experience Designer

Telia

- 05/2022 - Present Vilnius, Vilniaus, Lithuania
- Telia – Leading telecom company in the Nordics and Baltics, providing IT, internet, and mobile services.*
- Led usability testing and user interviews, gathering insights that informed design changes, resulting in a **15% improvement in customer satisfaction** metrics.
 - Worked closely with product managers and developers to optimize the **Single Sign-On (SSO) login flow**, improving login success rates by **10%**.
 - Designed solutions that supported Telia's strategic goals, contributing to a **12% increase in digital service usage** across mobile and web platforms.

Web Designer

Swedbank

- 12/2018 - 05/2022 Lithuania
- Swedbank – One of the largest banks in the Baltics, providing financial services to over 7 million customers.*
- Led the overhaul of **Swedbank's main website**, resulting in a **20% increase in conversion rates** for key financial products by simplifying user navigation and improving design clarity.
 - Collaborated with development teams to implement **HTML, CSS, and JavaScript-based components**, optimizing website performance and loading speed by **18%**.
 - Worked on cross-functional teams to create UX design specifications, ensuring smooth project execution and consistent user experience across digital platforms.

Multidisciplinary Designer

Baltic Amadeus

- 05/2014 - 11/2018 null
- Baltic Amadeus – Leading IT service provider in the Baltic region, specializing in custom software development and digital transformation.*
- Designed user interfaces and interactive prototypes for various software products, reducing **design-to-development feedback loops by 35%**.
 - Developed comprehensive **visual identity and branding** solutions for multiple corporate clients, enhancing brand recognition and contributing to revenue growth.
 - Successfully presented designs to clients and stakeholders, securing **\$500,000 worth of new business** through compelling design pitches and presentations.

Multidisciplinary Designer

Western Union

- 09/2013 - 03/2014 null
- Western Union – Global leader in money transfer services.*
- Increased brand visibility in the Baltic region by producing marketing materials for print and digital channels.
 - Developed web and print design assets, contributing to global campaigns and regional promotions.

Multidisciplinary Designer

Visuals and Softworks

10/2012 - 07/2013 null

SUMMARY

At Telia, the heart of my role as a User Experience Designer revolves around crafting digital experiences that resonate with users through meticulous research and design. With expertise in Figma and a dedication to understanding user needs, my design solutions enhance engagement and satisfaction. Collaborating closely with cross-functional teams, we have successfully translated complex requirements into intuitive interfaces. My approach is rooted in a deep commitment to creating products that are not only functional but also a pleasure to use, driving Telia's success in connecting with its audience.

SKILLS

UX Design (Figma, Sketch, Prototyping, Wireframing)

User Research (User Flows, User Testing, Interviews)

Usability Testing and Optimization

Interface Development (HTML, CSS, JavaScript)

CERTIFICATION

UX Foundations: Making the Case for Usability Testing

LinkedIn

UX Design: 4 Ideation

LinkedIn

Visual Communication for Business: The Marketer's Secret Weapon

LinkedIn

Sketch Essential Training: The Basics (2017)

LinkedIn

STRENGTHS

 **User experience design**

Skilled in creating user-friendly digital interfaces

 **Cross-functional teamwork**

Effective collaboration with cross-functional teams

EXPERIENCE

Creative Designer

Penkių Kontinentų komunikacijų centras

08/2011 - 10/2012 Vilnius

IT Support Specialist

Lintel

06/2006 - 08/2011 null

EDUCATION

Bachelor's degree, Graphic Design

Kaunas College, Faculty of Arts J.Vienožinskio

01/2006 - 12/2010

Vocational, Graphic Design

Kaunas Applied Art School

01/2003 - 12/2006

STRENGTHS



User insights analysis

Adept at gathering and utilizing user insights



Design software proficiency

Proficient in Figma for innovative designs