



Human Centred
Designer

VICTOR MANCINI

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Collaroy, NSW, Australia

Experience

02/2020 - Present

Tobias Australia

Design & Innovation Consultant // Manly, NSW, Australia

- + Worked with the Federal Department of Health to conduct research across Australia to understand the experience of GPs and specialists who regularly request pathology samples
- + Plan, ran and analysed qualitative research and workshops
- + For projects which required manufacturing, I identified the best way to roll out projects in phases at different production run cost

09/2019 - Present

Apple

Product Specialist // Chatswood, NSW, Australia

- + Used empathy and active listening techniques to understand customer needs and suggest products or services as a solution
- + Used storytelling methodologies to demonstrate the features of the device and convert those meaningful experiences into profitable transactions
- + Researched and presented insights for products and/or features that team members felt unfamiliar with when communicating with customers

02/2019 - Present

Open IDEO - Sydney Chapter

Volunteer Organiser // Sydney, NSW, Australia

- + Aided in facilitating workshops; presenting ideas, note taking, finding common themes and categories for ideas
- + Worked with the other organisers to structure the workshop and determine the expectations of the participants
- + Guided people from various professions to collaborate and pitch viable solutions to global issues

09/2018 - Present

Simple & Strange

Partner // Montreal, QC, Canada

- + Worked in structuring the business strategy, manufacturing specifications, and managing logistics and operations
- + Aided in copyrighting website content
- + Collaborated on establishing the Simple & Strange brand image and aided with the aesthetics of the sneaker collection

03/2019 - 09/2019

Samsung

Experience Consultant | Sales Manager // Sydney, NSW, Australia

- + Used empathy and active listening techniques to understand customer needs and suggest products or services as a solution
- + Tailored my presentation to the customer's unique mental model when performing an educational service session
- + Used creative and strategic problem solving techniques when troubleshooting customer's device, always tried to provide an alternative solution to the issue

08/2016 - 10/2018
Internship

06/2015 - 08/2015

Signature Design Communication

Industrial Designer // Montreal, QC, Canada

Moved from an intern role to a full time position after university

- + Researched and analysed competitor products and proposed strategic solutions to stand-out in the market place
- + Used journey maps to discover the true needs of the end users
- + Managed and developed large assembly products which required frequent communication with local and Chinese manufacturers
- + Collaborated with the wayfinding team on signage projects for multiple airports, shopping centre and aquariums



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Experience

01/2015 - 04/2015

Internship

09/2014 - 12/2014

07/2014 - 12/2014

Swave Studios

Junior Industrial Designer // Toronto, ON, Canada

Moved from an intern role to a part time position during university studies

- + Used a systems thinking approach to standardize part names and created a reference system for the bills of materials that were used across different departments
- + Co-created with the engineering department to develop a bicycle frame design that was both aesthetic and structural
- + Created products for successful startups that were fully funded on the crowdfunding site kickstarter

3D Phactory

Junior Designer // Toronto, ON, Canada

- + Managed and developed projects for clients ranging from architecture firms to startups
- + Used design thinking to resolved technical problems with client projects
- + Learned how to use 3D printing as a leveraging tool for prototyping concepts when presenting ideas to investors

Qualifications

2019 **Human Centered Service Design Certification**

IDEO U // Online Course

2013 - 2016

Bachelors of Industrial Design

OCAD University // Toronto, ON, Canada

2014

Web Design Course - HTML / CSS

HackerYou College of Technology // Toronto, ON, Canada

2010 - 2013

Industrial Design Collegial Diploma

Dawson College // Montreal, QC, Canada

2005 - 2010

High School Diploma

Heritage Regional High School // Saint-Hubert, QC, Canada

Awards

2019 **Grand Prix Du Design** // Shamrock Street Furniture // SDC Project

2018 **Grand Prix Du Design** // Trekfit Bamboo Jungle Project // SDC Project

2016 **Kentwood IDS Design Challenge** // Second Place
OCAD University // Head of Industrial Design Graduates

2015 **Lexus Canada** // Finalist

2013 **Dawson College** // Honour Roll Graduate
Dawson College // Head of Industrial Design Graduates

Key Skills

Methodologies

- + Design Thinking
- + System Thinking
- + Iterative Prototyping
- + Growth Mindset

Visualization

- + Mapping
- + Sketching
- + Facilitation
- + Computer Modeling

Programs

- + Adobe Creative Suite
- + Microsoft Office
- + Google Documents
- + Solidworks

Languages

- + English
- + French
- + Italian

References

Provided upon request