

Ritish Bajaj

ritishb.design@gmail.com | LinkedIn: <https://linkedin.com/in/ritish-bajaj/> | Portfolio: <https://ritishbajaj.com/> | Phone: 647-646-8152

Experience

Application Support Analyst

FGF Brands | January 2022 – Present

- Utilize SQL Server Management Studio to analyze and trace erroneous user input data by developing queries and inspecting relational dependencies, resulting in a 30% reduction in data entry errors and improved system validation rules.
- Communicate with business users and development teams to translate user feedback into technical enhancements, resulting in faster resolution of recurring issues and improved user experience.
- Document recurring technical issues and feature requests from business teams, helping developers prioritize fixes in sprints and reducing redundant ticket volume by 15%.
- Resolve over 900 technical support tickets annually by diagnosing and addressing level 2–3 application issues and administration requests, ensuring minimal business disruption.
- Supported the development and administration of ServiceNow during the merger of Wonderbrands and FGF Brands, ensuring service access and permissions for 2,000+ employees across both organizations.
- Save over 200 hours annually by leading automation initiatives that streamline repetitive workflows and improve operational efficiency.
- Support software development lifecycle by participating in meetings and communicating recurring user pain points, improving end-user experience.
- Create tutorials, technology articles, and provided training to 10+ employees over employment.

User Experience Designer

Freelance | Jan 2023 - Present

- Reduce content deployment time from 3–4 weeks to 1–2 weeks by customizing and managing WordPress, Webflow, and Shopify sites based on user research and stakeholder strategy sessions.
- Increase client engagement by designing logos, brand visuals, and digital assets for 10+ small businesses, resulting in stronger visual identity and improved online presence.
- Accomplished 100,000+ views across music videos and promotional content by editing multimedia projects using Adobe Premiere Pro and After Effects, expanding visibility for artists and small businesses.
- Achieve a 100% stakeholder approval rate by producing sketches, wireframes, and prototypes in Figma under tight timelines, aligning closely with user pain points and project objectives.

Education

Information Technology (BA)

York University | September 2018 - April 2023.

Google UX Design Specialization

Google | February 2023 - January 2024

IBM Front-End Developer Professional Certificate

IBM | May 2025 – Present

Skills

Technical Skills

Java · SQL · R · HTML · CSS · JavaScript · TypeScript · ASP.NET · C# · JSON · XML

Soft Skills

Agile · Analytical Skills · Communication · Stakeholder Management · Requirements Gathering · Problem-Solving · Critical Thinking · Attention to Detail · Collaboration · Adaptability · Time Management · Presentation Skills · Process Improvement

Software

ServiceNow · Jira · MySQL Workbench · SQL Server Management Studio · Oracle DB · Azure · SAP · Microsoft Office (Word, Visio, Excel, Power Bi, PowerPoint, Teams, Power Automate) · SharePoint · Adobe Suite · Figma