

Megan Zakaria

UX/UI DESIGNER | CUSTOMER EXPERIENCE ENTHUSIAST

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Career Profile

Bachelor of Design student at UNSW with a distinction average.

Proficient in Adobe Creative Suite, Figma, Generative AI and inclusive web design.

Experienced in user-centric design, digital illustration, branding, and collaborative leadership.

Directed visual storytelling, content strategy, and accessible design as a Marketing Director at both UNSW Campus Runners Society & UNSW Wandering Society.

Engaged with customers as a Part-Time Sales Consultant at Gentle Monster.

Demonstrating teamwork and leadership skills by coordinating the successful promotion and logistics for a large-scale, three-day camp in the Blue Mountains for 75 participants.

Collaborated with a diverse team at the UNSW Innovator Pro Program.

Spearheaded a large-scale public mural for Bayside Council in Brighton-Le-Sands, contributing to local placemaking and community storytelling through visual art.

Experience

Food Service Assistant | HealthShare NSW – St George Hospital

2025

- Coordinated the delivery of patient meals across complex hospital systems, ensuring dietary accuracy, health compliance and emotional comfort and communication.
- Adapted rapidly to high-pressure environments, responding to patient needs with empathy and precision.
- Engaged in behind-the-scenes logistics, navigating institutional flows, routines and interpersonal care with discretion.
- Facilitated smooth communication between kitchen, ward staff and patients.
- Observed the impact of sensory environments (taste, smell, routine) on wellbeing, sparking further interest in multi-sensory design

Marketing Director | UNSW Wandering Society and UNSW Campus Runners **2023 – 2024**

- Managed the promotions and logistics for a three-day camp in the Blue Mountains for 75 participants.
- Delegated the marketing subcommittees for both societies by providing mentorship, support and consistent and constructive feedback to team members.
- Arranged regular meetings to align efforts with overall marketing objectives, ensuring consistency across all promotional activities.
- Operated both societies' social media presence, improving social media growth by 86% and 120%.

Architectural Drawing Commission **2023 – 2024**

- Liaised with the client and created a conception/artist's impression based on the client's needs, obtaining approval for a construction project.
- Illustration of a family-friendly apartment communal pool and shelter designed for children and adult gatherings.

Mural Artist | Bayside Council (NSW) **2022**

- Collaborating with a mural artist in a duo to create a large Brighton Le Sands mural for Bayside Council.
- Followed precise instructions, performing multidisciplinary tasks (spray paint, taping, drawing, painting, cleaning), using a stepladder, learning mural art discipline and safe artistic medium usage, while maintaining punctuality.

Sales Consultant | Gentle Monster, Kingsford Smith Airport **2022 – 2023**

- Consulted with customers to assess their needs and preferences, delivering tailored product recommendations and building strong rapport while communicating Gentle Monster's diverse product offerings to educate them on features and benefits.
- Assisted in daily operational tasks - inventory management, sales register, cleaning maintenance of the sales floor to develop a clean, organised environment.
- Communicated Gentle Monster's diverse product offerings to educate customers on product features.
- Collaborated with team members to encourage a supportive and cohesive work environment, actively participating in team meetings to improve customer service and drive sales performance.

- Consistently maintained monthly sales targets by analysing customer buying patterns to personalise sales approaches, increasing transaction values.

Casual Waitress & Kitchen-Hand | Nakhon Thai Restaurant

2021 – 2022

- Upheld cleanliness standards by routinely sanitising dining areas and kitchen equipment, creating a welcoming and hygienic environment for guests.
- Ensured adherence to Work Health and Safety procedures for food handling, contributing to a safe and hygienic environment for customers and staff.
- Delivered exceptional customer service by engaging with patrons warmly and attentively, enhancing their dining experience.
- Coordinated dining preparations by setting up tables, arranging cutlery, and preparing a diverse array of entrees, including microwavable dishes to facilitate a smooth customer service.
- Managed payment processing by operating POS machines and overseeing cash flow to ensure accurate financial transactions.

Extra-Curricular Activities

Dolls Point Parkrun | Community Photographer

2022 – Present

- Capturing photos of a diverse range of participants in the scenic beauty of nature, in line with Parkrun's mission to highlight community engagement and the natural environment.
- Managing the editing and uploading of photos to designated social media platforms, ensuring timely availability and accessibility for participants and the wider community.

UNSW Innovator Pro Program | Team Member

2024

- Collaborated and communicated with a diverse team, placing 2nd best prize for 'Most Innovative Pitch'.
- Engaged in brainstorming sessions and team meetings 3-4 times a week, contributing insights and solutions to meet the needs of our target audience.
- Received valuable feedback from industry professionals during the pitch, further informing our prototype refinement and strengthening my understanding of market needs and innovation in the tech sector.

Education

University of New South Wales, B Design

2022 – 2025

Majors: Graphic Design & UX Design | Distinction average

Danebank Anglican School for Girls, Hurstville

2021

High School Certificate (2021) Electives: Business, Visual Arts, Economics

Skills & abilities

Hard Skills

- Adobe Creative Suite (Photoshop, Illustrator, Premiere Pro, Lightroom, Substance 3D)
- Figma (teaches kids interaction design basics)
- Canva, CapCut, Meta Business Suite
- Photography (event, portrait and product)
- Social Media Content Creation
- Blender, Arduino, VR interface familiarity
- SEO (TAFE Certificated), Adobe Photoshop (Certified)

Soft Skills & Design Capabilities

- Adaptable Communication to Different Styles
- Problem Solving & Strategic Decision Making
- Collaboration
- Leadership
- Deep empathy & emotional intelligence
- Inclusive design thinking (esp. neurodivergence)
- Culturally diverse & curious mindset

Design Projects & Achievements

UNSW Moving Arts & Animations Festival – submitted experimental design work (2024)

Photography Club Runner-Up – Danebank Anglican School for Girls (2021).

1st Place in Visual Arts – Brigidine College, Year 11 (2020).

Drawing Club Host – Brigidine College, Year 11.

Book Club Invitation Designer (2020) – Brigidine College Randwick event pamphlet.

RunSoc & WanderSoc Merchandise Design –Production Director for t-shirt, mockups & photo shoots for Marketing.

Community Photographer – Dolls Point Parkrun.