

Victor Bergqvist

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UX Designer

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[Portfolio](#) [LinkedIn](#)

Personal Summary

UX Designer with 4+ years of experience leading end-to-end design processes.

Certifications

CPACC, IAAP – Accessibility

Codecademy - Web Development

Work Experience

Membrain

Oct 2023 - Present

UX Designer - Stockholm, Sweden

- Designed a guided onboarding for **Elevate, reducing time-to-value by 46% and saving ~2 hours** per Customer Success Manager per onboarding.
- Established a **UX process framework** with iterative feedback loops and documentation, adopted by 5+ users.
- Led training sessions for 30+ employees on UX and Product Design, improving design literacy across teams.
- Collaborated with PMs, engineers, and Customer Success to frame problems, validate assumptions, and ship feasible solutions.
- Owned the **UX roadmap, aligning design strategy with business goals** across the product experience.
- Designed product experiences used across **80+ international markets and 3 channels**.

Education

Interaction Design Foundation

Udemy Alumni

UX Designer Consultant

Sep 2021 - Oct 2023

Victor Bergqvist - Stockholm, Sweden

- Led **Stabil Stockholm's** UX redesign, **increasing conversion by 20%** by improving product clarity and trust.
- Led the redesign of **Let's Talk's wellness app, increasing engagement by 32%** through improved usability and navigation.
- Redesigned **Get Qsic's website, increasing engagement by 16%** through clearer user flows and product communication.