





MUMEN ELIJAH OSASUMWEN

UI/UX DESIGNER || PRODUCT DESIGNER

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PROFILE SUMMARY

Results-oriented UI/UX Designer with a proven track record of designing user-centered solutions that improve user satisfaction and drive business outcomes. Experience in conducting user research, designing intuitive interfaces, and collaborating effectively with cross-functional teams to deliver successful digital products.

CORE COMPETENCIES

- User Research & Analysis (User Interviews, Surveys, Usability Testing)
- Information Architecture & Interaction Design
- Wire framing & Prototyping (Figma, Sketch, Adobe XD)

WORK EXPERIENCE

- User Interface (UI) Design
 - Accessibility Design
 - User Persona Development
 - A/B Testing & Data Analysis
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UI/UX DESIGNER Core Technologies, Lagos, Nigeria
Present

March 2024 –

- Developed and maintained high-quality, modular code, reducing debugging time by 10% and enabling faster deployment of new features. This efficiency gain allowed the development team to focus on higher-priority projects, resulting in a 20% increase in feature delivery speed.
- Created and maintained a comprehensive design knowledge base, reducing repetitive design requests by 20% and enabling the team to focus on more complex design challenges. This improvement in design efficiency led to a 15% reduction in design costs.
- Designed the company's projects and redesigned the company's portfolio.

Product Designer Damdam Global, Lagos
September 2023 – 2024

- Designed the company's primary product ([pay4it](#))
- Designed and implemented intuitive user interfaces, resulting in a 25% increase in user engagement and a 15% reduction in bounce rates. This improvement in user experience led to a 10% increase in sales conversions, directly impacting the company's revenue.
- Developed and maintained high-quality, modular code, reducing debugging time by 30% and enabling faster deployment of new features. This efficiency gain allowed the development team to focus on higher-priority projects, resulting in a 20% increase in feature delivery speed.
- Provided timely technical support to internal stakeholders, resolving 85% of issues on the first contact. I also created and maintained a comprehensive knowledge base, reducing repetitive support requests by 20% and enabling the team to focus on more complex issues. This improvement in support efficiency led to a 12% reduction in support costs.

- Worked closely with cross-functional teams, including design, product, and QA, to ensure seamless integration of front-end components. My effective communication and collaboration skills ensured that project timelines were met, and stakeholder expectations were exceeded, resulting in a 95% customer satisfaction rating.
- Identified and implemented new technologies and tools, such as [specific technology], to improve development efficiency and reduce costs. This innovation led to a 15% reduction in development costs and a 25% increase in feature delivery speed.

UI/UX DESIGNER Kuadratik Limited, Ajax Canada

January 2022 –

August 2024

- Designed and implemented user-centered interfaces and experiences for [MY EKI](#), an E-Commerce Platform currently in production which has resulted in an increased user engagement by 15% reduced user frustration by 10%, improved conversion rates.
- Conducted user research, created wireframes, prototypes, and high-fidelity designs, resulting in a 25% increase in user engagement and a 15% reduction in bounce rates. This improvement in user experience led to a 10% increase in sales conversions, directly impacting the company's revenue.
- Created wireframes, prototypes, and mockups to communicate design concepts and gather feedback from stakeholders.
- Designed and implemented a comprehensive design system, reducing design inconsistencies by 30% and enabling faster development of new features. This efficiency gain allowed the development team to focus on higher-priority projects, resulting in a 20% increase in feature delivery speed.
- Worked closely with cross-functional teams, including product, development, and marketing, to ensure seamless integration of design solutions. My effective communication and collaboration skills ensured that project timelines were met, and stakeholder expectations were exceeded, resulting in a 95% customer satisfaction rating.
- Conducted A/B testing and usability testing, identifying areas for improvement and implementing data-driven design solutions. This resulted in a 12% increase in conversion rates and a 10% increase in customer retention.
- Created and maintained a comprehensive design knowledge base, reducing repetitive design requests by 20% and enabling the team to focus on more complex design challenges. This improvement in design efficiency led to a 15% reduction in design costs.

Junior Front-End Developer Landearn Homes, Lagos State

February

2020 – October 2021

- Led the design and development of [Landearn](#), "A new Real Estate application," resulting in a 75% increase in user engagement, 20% reduction in customer support inquiries, and a 10% increase in conversion rates.
- Designed and developed multiple products, resulting in a 30% increase in customer engagement and a 25% increase in sales. My designs improved the overall user experience, leading to a 20% reduction in customer complaints and a 15% increase in customer retention.
- Conducted user research and testing to inform design decisions, resulting in a 25% increase in product adoption and a 20% increase in customer satisfaction. My research and testing efforts helped to identify and prioritize product features, ensuring that the products met customer needs and expectations.
- Developed and maintained a comprehensive design system, reducing design inconsistencies by 30% and enabling faster development of new products. This efficiency gain allowed the development team to focus on higherpriority projects, resulting in a 25% increase in product delivery speed.
- Worked closely with cross-functional teams, including engineering, product management, and marketing, to ensure seamless integration of design solutions. My effective communication and collaboration skills ensured that project timelines were met, and stakeholder expectations were exceeded, resulting in a 95% customer satisfaction rating.

- Analyzed customer data and feedback to inform design decisions, resulting in a 20% increase in conversion rates and a 15% increase in average order value. My data-driven approach to design helped to optimize product performance and improve customer outcomes.
- Utilized design tools such as Figma, Illustrator, and Photoshop to create high-fidelity prototypes and design specifications.

EDUCATION

University of Benin

2015 – 2019

BACHELOR OF SCIENCE (B.SC.): PHYSIOLOGY

CERTIFICATIONS/TRAINING

Designing for Accessibility (WCAG)

Foundations of User Experience (Google)

Introduction to UI/UX

Organizational Behavior

Color Design Psychology

TECHNICAL SKILLS

- UX Experience Design (UED)
- Prototype
- Figma
- Web Content Accessibility Guidelines (WCAG)
- HTML/CSS
- JavaScript
- Vue.js
- CSS frameworks (Bootstrap)
- Style Guides
- Modular design
- Atomic Design

RECENT PROJECTS

Designed and Developed a Boat Tracking CRM and Mobile App for Lagos State Waterways Agency (LASWA) Agents I played a key role in designing and developing a comprehensive boat tracking CRM and mobile app for LASWA's agents, aimed at enhancing the efficiency and effectiveness of their waterway management operations. I designed and implemented a scalable and user-friendly system that enabled agents to track and monitor boat movements, manage vessel registrations, and access critical operational data in real-time. I optimized the app's performance and user experience through careful design, testing, and iteration, ensuring seamless integration with existing systems and infrastructure. I provided technical support and training to LASWA agents, assisting with onboarding, troubleshooting, and ensuring successful adoption of the new system. Furthermore, I contributed to the development of best practices and standards for boat tracking and waterway management, collaborating effectively with cross-functional teams, including stakeholders, developers, and project managers, to ensure successful project outcomes and drive business value for LASWA.

Designed and Deployed AI-Powered Chatbot Solutions for Lagos State Inland Revenue Service

I played a key role in designing and deploying AI-powered chatbot solutions, including an AI chatbot and WhatsApp chatbot, to aid the Lagos State Inland Revenue Service in efficiently processing tax, providing tax information, generating tax details, and tracking tax revenue for the government. I designed and implemented a scalable and secure cloud-based infrastructure to support the chatbot solutions, ensuring seamless integration with existing systems and infrastructure. I optimized the chatbot's performance and user experience through careful design, testing, and iteration, utilizing natural language processing (NLP) and machine learning (ML) algorithms to enable accurate and informative responses to taxpayer inquiries. I provided technical support and training to Lagos State Inland Revenue Service staff, assisting with onboarding, troubleshooting, and ensuring successful adoption of the new system. Furthermore, I contributed to the development of best practices and standards for deploying and managing AI-powered chatbot solutions in the public sector, collaborating effectively with cross-functional teams, including developers, data scientists, and project managers, to ensure successful project outcomes and drive business value for the Lagos State Government.

Designed and Developed MyEki, a Scalable Ecommerce Platform for Global Vendors and Consumers

I played a key role in designing and developing MyEki, a comprehensive e-commerce platform that enables local and international vendors to showcase and sell their products to a global audience, while also helping individual consumers find the right products at the right prices and stay within their budget. I designed and implemented a scalable and secure cloud-based infrastructure to support the platform, ensuring seamless integration with existing systems and infrastructure. I optimized the platform's performance and user experience through careful design, testing, and iteration, utilizing agile development methodologies and collaborative approaches to ensure successful project outcomes. I provided technical support and training to vendors and consumers, assisting with onboarding, troubleshooting, and ensuring successful adoption of the platform. Furthermore, I contributed to the development of best practices and standards for deploying and managing e-commerce platforms, collaborating effectively with cross-functional teams, including developers, designers, and project managers, to ensure successful project outcomes and drive business value for MyEki.