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HIGHLIGHTS OF QUALIFICATION

Innovative and detail-oriented UI/UX Designer with a strong background in IT operations, cybersecurity, and technical problem-solving. Passionate about creating user-centric, accessible, and engaging digital experiences. Adept at user research, wireframing, prototyping, usability testing, and leveraging data-driven insights to enhance user interactions.

KEY COMPETENCIES & SKILLS

- **User Experience (UX) Design:** User research, wireframing, usability testing, heuristic evaluations
- **User Interface (UI) Design:** Visual design, responsive design, accessibility principles, branding
- **Tools & Technologies:** Figma, Adobe XD, Sketch, HTML/CSS, JavaScript, React.js, Tailwind CSS
- **Research & Data Analysis:** A/B testing, heatmaps, user personas, customer journey mapping
- **Cybersecurity & Compliance:** Secure design principles, GDPR, accessibility (WCAG) best practices
- **Soft Skills:** Strong problem-solving, communication, documentation, collaboration, stakeholder engagement

PROFESSIONAL EXPERIENCE

Verification Specialist, Bill Gosling Outsourcing, London, ON

March 2022 - September 2024

- Provided exceptional customer support, handling inquiries and resolving issues with a problem-solving mindset influenced by cybersecurity and IT expertise.
- Ensured data privacy and security compliance for over 5,000 loan applications, maintaining 100% adherence to financial industry regulations.
- Triage and resolve client issues by translating technical details into actionable insights, achieving a 95% comprehension rate among non-technical stakeholders.
- Managed and optimized identity and access for 3,000+ clients, reducing unauthorized access incidents to zero.
- Applied user experience principles to enhance customer interactions, streamlining processes to improve customer satisfaction and efficiency.

Application Security Analyst, ZionShine ICT Hub

January 2021 - January 2022

- Conducted user testing and feedback analysis to enhance security usability in web applications.
- Developed and refined interactive security awareness modules, ensuring user-friendly, accessible interfaces.
- Assisted in the development of user-centered security guidelines, improving compliance without compromising usability.

IT Support Analyst, ZionShine ICT Hub

September 2017 - December 2020

- Designed and implemented an intuitive IT support portal, reducing troubleshooting time by 25%.
- Collected and analyzed user feedback to enhance software usability and accessibility.
- Collaborated with development teams to improve system UI for IT troubleshooting dashboards.

Desktop Support, MediaSoft Technologies

December 2015 - December 2017

- Provided IT support to 200+ users, ensuring seamless software onboarding and usability.
- Conducted usability assessments on internal tools, influencing improvements in UI consistency.
- Designed an improved technical support knowledge base, making troubleshooting guides more accessible

EDUCATION

Diploma, Conestoga College, ON CA

September 2024 – April 2025 Current
CGPA: 3.85,

Computer Application Development

- Hands-on experience with front-end development, UI/UX design, and Agile methodologies.
- Designed secure and scalable application architectures, emphasizing usability and accessibility.

Bsc, University of Nigeria, Nigeria

September 2011 - August 2015

Microbiology

PROFESSIONAL CERTIFICATIONS

- CompTIA Sec+ (code: 56RJ8QH6DJBQ1QSG) - December 2023
- Certified in Cybersecurity from ISC2 (1496107) - June 2023

RELEVANT PROJECTS & TRAINING

- Designed a user-friendly risk management dashboard, streamlining workflow and enhancing decision-making.
- Conducted usability testing on cybersecurity platforms, improving UI/UX for non-technical users.
- Developed interactive prototypes for security awareness applications, increasing engagement by 40%.
- Built and maintained SIEM dashboards, applying UX principles to enhance readability and user experience.
- Created a responsive portfolio website showcasing UI/UX projects, using React.js, Tailwind CSS, and Figma.

ADDITIONAL HIGHLIGHTS

- Strong experience in accessibility and inclusive design (WCAG standards).
- Passion for human-centered design, continuously researching UX best practices.
- Demonstrated ability to create engaging, interactive interfaces that enhance user experience.