



BENJAMIN NYAORO

USER EXPERIENCE RESEARCHER

ABOUT ME

I'm a User Experience (UX) researcher with Web Development skills and a solid background in finance and accounting based in Frankfurt am Main area, Germany. I stand at the cross section of finance and technology leveraging my knowledge, skills, and experience in both fields to create products that address user pain points.

CONTACT



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MOBILE

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PORTFOLIO

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ADDRESS

Frankfurt, Main

TECHNICAL SKILLS

Web 101, how the web works
Terminal basic commands
Git basic commands
HTML / CSS foundations
JavaScript foundations
Tech workflows and tools in a Startup
Ruby on Rails
Adobe XD, Figma, InVision

UX SKILLS

User Research
Information Architecture
Wireframing
Prototyping
Usability Testing
Journey Maps

LANGUAGE SKILLS

English (Native)
Swahili (Native)
German (Beginner)

EDUCATION BACKGROUND

Full Stack Web Development, Germany

JAN 2022 – JUN 2022

Le Wagon – Berlin, Germany

Ruby on Rails Full Stack web development course that trains on building web applications from scratch.

Certified User Experience Designer, Germany

DEC 2020 – MAR 2021

CareerFoundry – Online Project-Based Design

Project-based mentor-guided UX Design course where I designed user centered that address user pain points.

Certified SME Finance Expert, Germany

OCT 2019 – SEP 2020

Frankfurt School of Finance & Management, Germany

Training on SME Finance principles and designing learning modules of training entrepreneurs on these principles.

Master in SME Promotion & Training, Germany

OCT 2016 – SEP 2018

Universität Leipzig, Germany

Thesis Topic: Analysing the Decision-Making approach of SMEs entrepreneurs while internationalizing their firms.

Bachelor of Business Management (Finance and Banking)

OCT 2011 – DEC 2014

Moi University, Kenya

WORK EXPERIENCE

User Experience Researcher

SEP 2021 – Current

EURO PAYMENT GROUP

Industry: Fintech, ewallet, PSP

- Engaging stakeholders in the business unit to understand business needs & match it against user needs and turn the feedback into actionable UX concepts.
- Talking to users and stakeholders and translating their needs into UX concepts to pass to developers for implementation.
- Creating user stories and designing the resulting user flows to be implemented and evaluating the flows post implementation.
- Led in-depth qualitative research with users, as well as key stakeholders; and reporting out findings to the development team and product owner to improve the existing the designs.

User Experience Design Consultant

AUG 2020 – AUG 2021

INTERNATIONAL RESCUE COMMITTEE (IRC)

Industry: Software, Non-Profit, Non-Government Services

- Based on user feedback, designing initial journey maps, navigation design, sitemaps, information architecture, wireframes, storyboards, mockups and prototypes to improve the current designs.
- Analysing user feedback and translating them into UX concepts to develop recommendations of improving the existing designs.
- Leading in-depth qualitative interviews with users, as well as key stakeholders; and advising the development team and product owner based on findings to improve the existing the designs.
- Leading the testing and review of learning content before they are launched to ensure they meet quality standards.
- Advising the learning team on how to optimize learner journeys on the learning management system (LMS)

Projects Manager

MAY 2018 – JUL 2020

AWAMO GmbH, Frankfurt

Industry: Software, Fintech, Banking

- Guiding staff to identify the root causes of difficulties they encounter in using the product and help them in developing solutions to address these difficulties.
- Designed customer and employee onboarding to enable convenient learning of the product by both the employee and the customers in 8 branches.
- Conducted and coordinated, product, market, operational and related research to support strategic and business planning within various departments and customer learning.
- Designed and implemented User Acceptance Testing (UAT) training guidelines and oversaw its implementation in testing the product before release to the market.
- Coordinated with development team to align the product with customer requirements and feedback across 6 branches in two countries.

Audit and Training Manager

JAN 2015 – APR 2018

DANIEL AND DANIELS BC, Nairobi

Industry: Business Consulting, Accounting, Auditing

- Recruited and onboarded new employees and retrained the existing ones on new trends in auditing and accounting.
- Designed and implemented audit and training programmes for employees and guided their implementation in the day-to-day audit process.
- Assessed employees' skills, performance, and productivity to identify areas of improvement.
- Evaluated organizational performance to ensure that training is meeting business needs and improving employee