Benjamin Emmanuel

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WORK EXPERIENCE

ICT Support

One Square meter By Dantata [08/02/2024 – Current]

City: Abuja | **Country:** Nigeria | **Website:** https://1sqmbydantata.com | **Name of unit or department:** IT - **Business or sector:** Real estate activities

- Provide technical support to end users via phone, email, or in person
- Diagnose and resolve, hardware, software, and internet network issues.
- Install, configure, and maintain computer, operating systems, and software applications
- Collaborate with other IT team members to escalate and resolve complex issues
- Maintain accurate records of technical support requests and resolutions using ticketing systems
- Conduct regular hardware and software audits to ensure compliance with company policy and procedures
- Assist IT procurement and inventory management
- Design and Manage Company Website, ERP, CRM and Email Services

Web developer

Rockcity Consulting [02/05/2022 – 01/12/2023]

City: Calgary | **Country:** Canada | **Website:** https://rockcityconsulting.com | **Business or sector:** Other service activities

- Designed and Developed the Company's Website and Digital Product using CMS (content management system) Wordpress
- Interface with key management team members to build content and resources for the website to align with the vision and business needs of the company
- Carried regular maintenance on the website
- Trained other IT Staff on website and software maintenance

Lead Product Designer (Contract)

Payforce (Fairmoney) [01/08/2022 – 30/11/2022]

City: Abuja | **Country:** Nigeria | **Website:** https://www.payforce.network/ | **Name of unit or department:** Product Design - **Business or sector:** Financial and insurance activities

- Redesigned UI (user interface) and UX (user experience) for Payforce Mobile App
- Create UI (user interface) design library for payforce Mobile App, POS (point of sale) and merchant Dashboard
- mentored and led a team 3 designers

Chief technology officer / Senior Product Designer

Nexmove Technologies [01/01/2021 – 06/2022]

City: Abuja | **Country:** Nigeria | **Business or sector:** Other service activities

- Responsible for product design from ideation, research, and creation
- Design User Interface for Thrifty Mobile App
- Collaborated with an Indian-based software development team, remotely to achieve the business goal

Lead UI/UX Designer

The SmartHub [01/01/2018 – 31/12/2022]

City: Abuja | **Country:** Nigeria | **Name of unit or department:** Tech Team - **Business or sector:** Human health and social work activities

- Collaborate with a team of Six developers to build an Electronic Medical Records (EMR) Software
- Design design library for the Software
- Collaborated with product owners on design research for the end user

UI/UX Designer

[16/08/2016 – 01/01/2018]

- Responsible for UI (user interface) design for all Web and Mobile App products
- Collaborated and interfaced with Stakeholders on the end goals for products
- Trained design interns

EDUCATION AND TRAINING

High School

City: Abuja | **Country:** Nigeria

Product Management

FutureVersity [01/05/2024 – 29/06/2024]

City: Singapore | **Country:** Singapore | **Website:** https://www.futureversity.io/ | **Level in EQF:** EQF level 6

LANGUAGE SKILLS

Mother tongue(s): English

DIGITAL SKILLS

Figma & Sketch / Web Technologies Fundamentals - HTML, CSS / Website content and management (WordPress and Joomla) / Product Management. / BoostrapCSS, TailwindCSS / Strong sense of leadership / skills for training / Enterprise-Resource-Planning-Software (ERP) / Microsoft Office / Communication and interpersonal