

OCHOECHI ONYECHE CHARITY

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Innovation Architect

PROFESSIONAL SUMMARY

Highly skilled and result-oriented Product Innovation and Design specialist with a proven track record of developing innovative and user-centred products. Possessing a strong passion for creating meaningful experiences, I excel in all stages of the product design lifecycle, from ideation and concept development to prototyping and final production. With a keen eye for detail and excellent problem-solving abilities, I effectively leverage market research and user insights to deliver compelling design solutions. A collaborative and communicative team player, I thrive in cross-functional environments and advocate for users to ensure exceptional product experiences.

SKILLS

• Prototyping and Rapid Iteration	• Trend Data Analysis
• Design Thinking	• Customer Engagement
• Cross-functional Collaboration	• Visual Design and Typography
• SWOT Analysis	• Ideation and Concept Development
• Competitive Market Analysis	• Market Research & Analysis
• Search Engine Optimization	• Industry Trend Analysis
• User centred Design	• User Research & Usability Testing

PROFESSIONAL EXPERIENCE

TEAM MEMBER- PRODUCT INNOVATION & DESIGN | HERITAGE BANK PLC

July 2021 - Current

- Engaged in user testing sessions and gathered feedback to contribute to the iterative refinement and improvement of products
- conducted market research and user studies to identify trends, user preferences, and unmet needs.
- Collaborated with stakeholders to define project objectives and criteria.
- Performed gap analysis to identify areas of improvement.
- Generated business intelligence reports to inform strategic decision-making.
- Interacted with internal customers to understand business needs and translate into requirements and project scope.
- Contributed to generating innovative ideas and concepts, and participated in the development of sketches, wireframes, and prototypes to visualise design solutions.
- Generated standard and custom reports to provide insights into business performance.
- Developed dashboard and reporting tools to track business performance metrics.
- ensured consistency and coherence of digital products across various platforms and channels
- Stay updated with the latest design trends, technologies, and industry best practices, and contribute to incorporating them to improve business services.
- Managed and regularly updated the bank's business processes database.

Payment and Collection Associate | Resource Intermediaries Nigeria Limited

January 2020-2021

- Executed funds transfer sweep and confirmation of duty transactions via Pelican portal
- Collated all customs duty receipts as submitted by branches bank wide
- Orchestrated daily dispatch of customs duty confirmation receipts /schedules to ports
- Processed weekly, monthly, and yearly remittance of customs duty reports to port Area comptrollers
- Evaluated and report-rending of export levy and NESS remittance weekly, bi-monthly, and monthly
- Represented the Bank in all Ports
- Initiated remittance of LIRS transactions
- Prepared monthly proof of collections accounts.

Administrative Assistant, NYSC| Akure South Local Government Ondo State

April 2018 - April 2019

- Executed record filing system to improve document organisation and management.
- Received and sorted incoming mail and packages to record, dispatch, or distribute to the correct recipient.
- Scheduled office meetings and client appointments for staff teams.
- Demonstrated dedication to providing outstanding administrative support and meeting deadlines while streamlining operations and facilitating success
- Provided maximum customer service when answering phone calls, responding to emails, and handling office correspondence.
- Managed phone and email correspondence and handled incoming and outgoing mail and faxes.

Intern, Research | Sam Ethan Air Force Base

January 2016 - March 2016

- Conducted investigations on criminal activities
- Masterminded research, interviews, and evaluated data records
- Supported senior officers in different research work and articles
- Organised, and Maintained conferences, training, and meeting spaces.
- Completed research, compiled data, updated spreadsheets, and produced timely reports.
- Sorted and organised files, spreadsheets, and reports.
- Maintained up-to-date records of research activities and results for future reference.
- Participated in workshops and presentations related to projects to gain knowledge.

TRAINING & CERTIFICATIONS

- Data protection & privacy
- Fundamentals of Technical support
- Designing a low fidelity prototype in Figma
- Introduction to user interface

SOFTWARES

- Zoom, Loom, Slack, Click-up, Monday.com, Discord, Trello, Zendesk, monday.com, Google suite.
- Figma, web flow, PowerPoint, Excel, Microsoft Publisher, SharePoint, Miro,

ACADEMIC QUALIFICATIONS

NYSC Discharge Certificate 2018 – 2019

Les Cours Sonou University Institute- Republic of Benin (BSc. Mass Communications) 2014—2017

Cornel Holy Child College Badagry (SSCE) 2013—2014