## Contact

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**Address**
Kacyiru Kigali, Rwanda

## Education

2021-2024
**Diploma in Software Engineering**
Rwanda Coding Academy

present
**Google UX Certification**
Google provided by cousera

## Expertise

- UI/UX
- Visual Design
- Wireframes
- Storyboards
- User Flows
- React and Node js

## Language

**English**

**Kinyarwanda**

# Amizero Iriza Peace M
UI UX Designer

Experienced UI/UX Designer with over 4 years in the tech industry. Skilled in communication, strategic planning, and problem-solving, I create intuitive, user-centered designs that align with client needs and business goals, ensuring smooth collaboration between development teams and stakeholders.

## Experience

**2024-present**
Ministry of Public Service and Labour, Kigali
**UI UX Designer**

Enhancing User Experience with a New Ticket Management and Support System for MIFOTRA's IPPIS
- Designed intuitive interfaces for the support and ticket management system to streamline user interactions.
- Created wireframes, prototypes, and visual designs to enhance ticket submission and tracking.
- Developed support pages for the IPPIS dashboard, improving user experience and accessibility.
- Collaborated with cross-functional teams to ensure design solutions met user needs and project goals.
- Focused on creating scalable and accessible design solutions to accommodate future growth.
- Predicting to reduce customer support inefficiency and time taken by 80%

**2024**
Vienna Hotel (contract)
**UI UX Designer and Full stack developer**

Key Achievements as a Product Designer
- Designed a Cohesive Visual Identity: Translated Vienna Hotel's brand essence into a sophisticated and appealing website, blending luxury and accessibility.
- Enhanced User Navigation: Developed an intuitive navigation system that guides users effortlessly through the booking process, ensuring accessibility for all user levels.
- Integrated Engaging Features: Implemented interactive elements, such as a gallery showcase and a live customer support widget, to engage and build user trust
. Key Achievements as a Full-Stack Developer
- Developed a Seamless Booking Engine: Built backend functionalities to manage dynamic hotel booking and customer inquiries effectively.
- Optimized Website Performance: Ensured fast load times and cross-device compatibility, enhancing the website's usability.
Integrated Live Support Systems: Added real-time chat and feedback systems to

**2024**
Eportal Uganda (contract)
**UI UX Designer and Full stack developer**

Project outcomes

1. Increased Accessibility: Citizens can now access services from anywhere, reducing the need for physical visits to government offices.
2. User Satisfaction: Simplified navigation and clear workflows improved overall user experience.
3. Scalability: Modular design allows for future expansion to incorporate additional services and features