

FEMI-FADIYA Segun Pelumi

PROFESSIONAL SUMMARY

Seasoned professional with over two years of impactful experience in the banking sector, celebrated for cultivating authentic relationships and surpassing customer expectations. A specialist in Frontend development and product design, I excel in crafting captivating user interfaces using ReactJS/Next and enhancing user experiences with Tailwind CSS. My design prowess extends to product designing (UI/UX), where I meticulously tailor interfaces for optimal usability and engagement. Moreover, my versatility extends into DevOps practices, encompassing VM provisioning with Vagrant, container orchestration with Docker, and automation scripting with bash. With a proven ability to seamlessly blend design, technology, and operations, I am poised to drive innovation and elevate user-centric solutions within dynamic teams.

WORK EXPERIENCE

Site Reliability Engineer **03/2023 – Present**

Stanbic IBTC, Idejo Lagos State

Key Roles

- Coordinate a full deep dive for critical system to analyze architecture, incidents, single point of failures, engineering practices, etc to come up with ways to improve the system
- Created dashboard on Elasticsearch and AppDynamics to monitor critical applications and the infrastructure on which they are built on.
- Implement SLI/SLO monitoring that guide decision for stability and feature release.

UX Designer - Freelance **01/2023 – 05/2023**

Smuut, Remote | FinTech Startup

Key Roles

This is a 5 months contract role to redesign and bring modern touch to the old figma files.

- Researched and discussed the idea behind the project with the selected stakeholders. This allowed me to know the problem the project is trying to solve.
- Create new design system, brand identity, reusable components and sketches, and proper documentation for the proposed solutions.
- Redesigned the user journey and flow of the old design to minimize the number of clicks and screens needed to reach a task completion.
- Designed over 70 screens and +20 modals which meets the Project owner's specifications
- Designed the landing page for the project and handed over the solutions to the

CONTACT DETAILS

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ACADEMIC BACKGROUND

B.Sc Microbiology

Obafemi Awolowo University, Ile-Ife
2015 - 2019

SSCE

United Anglican Methodist Grammar School
2008 - 2014

SKILLS & COMPETENCE

- User Interface Design with Figma
- Prototype and wireframes design
- Proper UX documentation and Technical writing
- Responsive frontend Website development using ReactJS and NextJS
- UX research and interviews, Iterative design and Mockups

LANGUAGES & PROFICIENCIES

- HTML, CSS and Vanila Javascript
- React JS & NextJS
- Redux TKT
- Tailwind CSS
- Docker, Linux, Elasticsearch, VMs and Vagrant, Jenkins, Maven, AWS

UX Designer - Freelance

05/2023 – 10/2023

LUTA, Remote | EduTech Startup

Key Roles

This role involve creating a MVP for a budding startup for presentation for funding. I worked alongside 3 other designers to complete this project.

- Conducted user research on students in Nigeria to know their behaviour, experience, expectations, etc when it comes to social interaction amongst students
- Brainstorm with other designer about flow of design, architecture, deliverables, etc.
- Collaboratively drafted out low and mid-fidelity interface with other designers while we subject it to tests to know how to ensure process of performing a task is seamless and contain as few clicks as possible
- Designed the high fidelity and mock-ups for both the mobile app and the landing page.

Customer Experience Engineer

07/2021 – 12/2022

Access Bank Plc, Lagos

Access Bank is a multinational commercial bank having their headquarter in Lagos.

Customer experience centre is a digital hub under the channel delivery department where all the digital issues of customers are being solved immediately.

- Listen to customer complaints concerning the various digital channels they used for their daily transactions.
- Troubleshoot for the root-cause of their issues by consulting various tables of the bank's database to see where the abnormalities are emanating from.
- Proffer immediate solution to the problem and advise the customers on how to solve the issue next time, especially the next-billion users that are just getting familiar to the tech-driven world.
- Gathered customer's usability and UX feedbacks and send across to the digital channels for immediate implementation. This is to ensure the channels are always available to the users and that the users are able to navigate seamlessly across them.

Subject Teacher (NYSC)

11/2019 – 11/2020

Government Secondary School, Idama, Rivers State

National Youth Service Corp is a mandatory one-year youth-service for all graduates.

Roles and responsibilities include:

- Plan and deliver Biology lesson for senior high school students of the school
- Organize laboratory sessions to facilitate the student's understanding in various topics

DEMONSTRATED SOFT

- Result-Oriented
- Ability to drive project unto completion
- Strong learning agility
- Strong Interpersonal relations
- Problem Solver

Links

- [LinkedIn](#)
- [Selected Snapshots](#)
- [Portfolio](#)