

# Michael Kunyiha Njogu

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## PROFILE

Strategic Product Designer with 9+ years of experience shaping user-centered solutions in complex ecosystems, from humanitarian services to civic tech and enterprise platforms. Passionate about accessibility, innovation, and inclusive design practices.

## KEY SKILLS

- User Interface Design
- UX Research & Synthesis
- Frontend Development (HTML5, CSS3 & JavaScript)
- Workshop Facilitation
- Accessibility (IAAP Member, CPACC-in-progress)
- Systems Thinking
- Stakeholder Alignment & Cross-functional Collaboration
- Tools: Figma, Mural, Adobe Photoshop & Firefly, VS Code, MS Power Platform

## EXPERIENCE

### Nov 2022 – present: Senior UX/UI Designer

**International Committee of the Red Cross (ICRC) – Nairobi, Kenya**

- Facilitated a global ServiceNow workshop in Geneva to define cross-functional roles (UX, BA, DEV), establish governance, and improve collaboration in enterprise workflows.
- Co-led a workshop to streamline accounting processes during the Global APO workshop, using journey mapping to reduce workflow friction.
- Conducted field research in Kakuma Refugee Camp to explore cost-effective delivery of Protecting Family Links (PFL) services using technologies like Starlink.
- Led the design of a persona library used across product lines to strengthen research reuse.
- Supported UX integration across multiple product streams, including AI chatbots, case management tools, and internal request workflows.

**June 2021 – Nov 2022: Lead UX/UI Designer**

**Open Institute – Nairobi, Kenya**

- Served as the first UX designer in the technology team; built the design practice from the ground up.
- Led user research and UI/UX efforts on civic tech platforms for citizen engagement and government transparency.

**Apr 2016 – Jun 2021: Lead UX/UI Designer + Frontend Designer**

**Brainwave Communications Limited – Nairobi, Kenya**

- Served as the first UX designer in the agency.
- Designed interfaces and improved workflows for corporate websites, such as Family Bank and Kenya Association of Manufacturers (KAM).
- Translated mockups to production code using HTML5, JavaScript and CSS3.
- Led user testing and design validation efforts across products.

**Aug 2015 – Aug 2016: Frontend Web Developer (Consultant)**

**Master Brands Limited – Nairobi, Kenya**

**Jan 2015 – Jul 2015: Web Design Assistant + Graphic Designer**

**Harler Technologies – Nairobi, Kenya**

## **EDUCATION**

BSc. Ecotourism & Hospitality Management, Egerton University – Njoro, Kenya | 2009 – 2013

## **CERTIFICATIONS & COURSES**

- Professional Member, International Association of Accessibility Professionals (IAAP) – Apr 2025
- Certified SAFe® 6 Agilist, Scaled Agile, Inc. – Feb 2024
- Accessibility: How to Design for All – IxDF, Apr 2023
- Data-Driven Design: Quantitative Research for UX – IxDF, Aug 2022
- Journey Mapping – IxDF, Apr 2022
- Design for the 21st Century with Don Norman – IxDF, Feb 2022

## **LANGUAGES**

English (Fluent) · Swahili (Fluent) · French (A2 - CEFR)