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# FRANKLIN OBIORA

## IT Professional & Product Designer

**Experience:** 4 years | **Available:** Immediately | **Location:** Abuja

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+2347026165056

### ABOUT ME

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I'm a multidisciplinary product designer with a background in Information Technology. Results-driven IT Support Specialist with 3+ years' experience in managing IT infrastructure, troubleshooting hardware/software issues, and delivering end-user support. Adept in maintaining and managing multimedia content, and supporting legal professionals with tech-driven solutions. Skilled in both technical IT systems and creative media tools for internal and client communications. And also, I specialize in creating intuitive, functional, and human-centered digital experiences. My work blends scientific thinking with creative design, driven by a strong desire to build impactful tech solutions in health, education, and community spaces.

### WORK EXPERIENCE

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#### Buzza

Senior level | Product designer  
Lagos , Nigeria  
2024-12-01 | Currently working here

- Conduct user research and gather insights from athletes, coaches, and parents.
- Design user flows, wireframes, and high-fidelity UI for features like scheduling, chat, and team management.
- Create and maintain a consistent design system across web and mobile.
- Collaborate with product managers and developers to implement user-centric solutions.
- Run usability tests, iterate based on feedback, and ensure smooth user experience.
- Present design concepts to stakeholders and contribute to sprint planning.

#### GW SCHROEDER

Mid level | IT PERSONNEL  
Abuja , Nigeria  
2022-12-01 | 2025-04-01

- Create multimedia content for internal presentations, client engagement, and social media posts./p>
- Provided technical assistance for client presentations and company events..
- Developed step-by-step IT guides to improve employee tech literacy

Ensure data backup, network security, and compliance with data privacy regulations.  
Manage the law firm's Microsoft 365 environment, email configurations, and file storage systems..

## V-Tech

Entry level | UI/UX designer

Enugu , Nigeria

2021-08-01 | 2022-06-01

- Worked cross-functionally with developers to implement new features and maintain site usability
- Re-designed the website and decreased the bounce rate by 40%
- Did some front end programming (HTML 5, CSS, JavaScript) to build actual web based prototype
- Improved load speed on mobile, from 14 to 6 seconds, by applying recommendations by Google Lighthouse
- App successfully connected a user base of over 150 babysitters and parents

## EDUCATION



### Veritas University Abuja, Nigeria

Degree | BSc Biochemistry

CGPA: 4.51. (First Class Honors)

### Nile University Abuja, Nigeria

MBA / MSc | Information Technology

## JOB SKILLS



Organization skill

Communication skill

Research skill

Product design

Graphics design

Social media management

IT Infrastructure Support & Mai

Troubleshooting Hardware & Soft

## CERTIFICATES & AWARDS



## PROJECTS & PORTFOLIO



**My portfolio:** <https://nyno11.github.io/index.html>

