

# Nora Oyiengo

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## CV Objective

I am currently a product design student at Moringa who is interested in user research with the goal of understanding the needs and behavioral patterns of the end users of a product in order to create experiences that help them complete their tasks easily. I can also create wireframes and prototypes that developers can use to create a fully-fledged product. I believe working on real life projects will help me work on my user research and user experience research skills and learn how to present the information collected to the stakeholders showing the reason behind every design decision.

## Skills

**Quantitative and qualitative research** - Carried out the market and customer research for all the projects I have done. Used the information to inform design decisions that make the digital platform easy for the customer to use.

**Analytics and Presenting Insights** - Arranged the information collected from the research of all my projects in affinity diagrams in order to analyze it and get meaning from it. I also presented the insights from the research to different stakeholders.

**HTML, CSS, JavaScript** - Created my portfolio using Visual Studio Code with HTML, CSS and JavaScript files. I also have a background in Telecommunications where I did web developments as a unit.

**Information Design** – Implemented information architecture and readability principles whenever I designed the user interface of all my projects, especially for projects that would involve a lot of display of information.

**Wire framing and Prototyping** - Created low fidelity and high fidelity prototypes using Figma for all of my projects. I use the prototypes for user testing or for presentations.

## Project Summaries

**Back 2 School mobile app** that helps parents find a school for their children to enroll in. The app enables the parents to search for a school according to certain priorities that resonate with them. They can also book a date to tour the school and to check out the facilities of a school. They are also able to leave comments on certain school pages and communicate with other parents and hear their opinions.

**User Research for a financial digital platform for kids.** An app that will educate children from age 9 to 13 about finances. The user and market research was done to determine the topics kids of that age needed to learn, the media format most of those kids prefer to receive information and the price the parents were willing to pay.

**A water tank level monitoring application.** For the mobile app I had to design the interface with information design principles in mind because the app was mainly used to display numerous data. I also use colour theory to make the product relatable and attract customers to use it instead of manually checking the level of water in their tanks.

## Work Experience

### Kenya Revenue Authority

Information Technology Intern, Jan 2023 – Present

- Monitoring the availability of their systems and ensuring they are always up.
- Creating new monitoring dashboards.
- Generating reports on the availability of their services.
- Making recommendations for improvements in services and network productivity.
- Escalation of services and network issues to the system administrators.
- Installing demons in the servers to handle periodic service requests.

## **National Agricultural and Rural Inclusive Growth Project**

Documentary photographer, Jun – Dec 2022

- Captioning the photos.
- Setting up the camera equipment.
- Coming up with the photography concept
- Composing the photos and directing the subjects.
- Lighting the subjects.
- Helping the videography team generate interview questions to ask the farmers on their progress.
- Teaching the county officers of the project how to take better documentary photos.

## **Education**

### **Moringa School (2022 - to present)**

Certificate in Product Design

### **EduLink International College (2018 - 2018)**

Certificate in Information Systems

Credit

### **Strathmore University (2018 - 2022)**

Bachelor of Science in Telecommunications

Second Class upper

## **Volunteer**

### **Holy Musembe Primary School Kakamega**

Volunteer Teacher, Jan - March 2020

- Teaching standard seven pupils Science, English and Mathematics. Report to their teachers about their progress.
- Invigilating and marking students' examinations.

- Teach the slow learners during evening remedial classes.
- Maintaining order in the school especially when on duty

## **Referees**

### **Dr Vitalis Ozianyi**

Head of Bachelor of Informatics and Computer

Science, Strathmore University.

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### **Mrs. Ruth Agini**

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