

# Dela A. Kumahor

**PRODUCT & SERVICE DESIGNER. EDUCATOR.**

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www.delakumahor.com

## Employment History

### Customer Experience Manager

miLife Insurance (Accra, Ghana)

September 2018 – Present

Led customer support process redesign, Customer Experience measurement and digitisation of internal and customer-facing touchpoints

### Product and User Experience Design Consultant

Self-employed (Accra, Ghana)

September 2017 – Present

Researched, designed and developed services and digital products and delivered Design and Design Thinking workshops for clients including the GSMA, MTN and Vodafone Ghana

### Director, Design Lead

The Cobalt Partners (Accra, Ghana)

February 2014 – September 2017

Cobalt is a business, software and design consultancy. Projects and responsibilities included:

- Managing and mentoring a Design team of 6, as well as leading several cross-disciplinary project teams
- UX Research and Product Design and Testing for Vodafone Farmers' Club — a mobile phone-based product for Ghanaian smallholder farmers
- Led and executed Usability Testing and Interaction Design of a mobile app for micro-loan applications
- Led Change and Product Management for PEG Africa, West Africa's largest Solar Home Systems provider
- UX Research for a tablet-based app for Community Health Nurses
- Led a user research project for Star Oil, Ghana's 4<sup>th</sup> largest Oil Marketing Company
- Led creation of a Design Thinking-based empowerment program for rural cocoa-farming communities for the Chocolonely Foundation

### Lecturer, Adjunct Lecturer

Ashesi University College (Berekuso, Ghana)

September 2012 – May 2015

Lectured and coordinated a Design course where I was responsible for a team of Lecturers, Teaching Assistants, Tutors and over 150 students. Also taught Human-Computer Interaction and eCommerce

### Interaction and User Experience Design Consultant

Self-Employed (Accra, Ghana)

July 2011 – January 2014

Clients include Pivotal Labs and Grameen Foundation

### Interaction Designer

Experientia (Turin, Italy)

November 2010 – June 2011

Conducted research, concept development, visual and interaction design, prototyping and software development. Projects included various websites, a 2D and 3D IPTV interface, and a touch-screen bank kiosk

### Designer and Developer

Pierandrei Associati (Milan, Italy)

February 2009 – January 2010

Led Communication and Web efforts for *beta unopuntozero*, an award-winning furniture system designed for the creative office environment

### Graphic Artist, Senior Graphic Designer

Philadelphia Housing Authority (Philadelphia, USA)

February 2003 – September 2006

## Education

### Masters in Product-Service Systems Design

Politecnico di Milano (Milan, Italy)

September 2006 – July 2010

### Progetto I-Nova

Scuola Politecnica di Design (Milan, Italy)

February 2008 – July 2008

### Bachelor of Applied Science, Computer Science (concentration in Digital Media Design)

University of Pennsylvania (Philadelphia, USA)

September 1998 – May 2002

## Recent Activities

### Meltwater Entrepreneurial School of Technology

Workshop Facilitator; 2018, 2019

### Ashesi Innovation Experience (AIX)

Lead Faculty for Design; 2014 – 2018

### Design Thinking Ghana Conference

Facilitator, 2017; Program Chair; 2018

### Product Design Program at Central Saint Martins

Invited Speaker; 2018

### AfriDesignX: Design Futures in Sub-Saharan Africa

Conference Speaker and Facilitator; 2016, 2018

### Reach for Change Accelerator

Entrepreneur Workshop Facilitator; 2016

## Languages

English (native), Italian (good)