

Graham Eric Onyango

Product Designer

Nairobi, Kenya

(+254)711108470

grayericc76@gmail.com

 [/GrahamEric](#)

 [/GrahamEric](#)

 grayericc76@gmail.com

Skills

Product Design
UX Research
UX Design
UX Writting
Rapid Prototyping
Usability Testing
UI Design System
Kanban & Scrum
Web Application
Responsive Design
Data Analytics

Tools & Tech

DESIGN

Figma
Adobe Suite
invision

DEVELOPMENT

HTML
CSS
Javascript

Portfolio

<https://grahamportfolio.w3spaces.com/>

Summary

- Product designer with a background in software engineering.
- Previous Industry experience in User Experience design and development.
- Well-versed in Figma and the essentials of UI/UX design principles
- Experience working with teams from project conception to deployment.

Education

Moringa school 2023

Product design

University of Nairobi 2022

Computer science - Bachelor of Science (Upper Second-class honours)

Experience

HEVA FUND • Contract UX Designer

February 2024 - present

Key Achievements and Impact

- Applied user-centered design principles to ensure the anniversary impact report effectively communicates key messages to the target audience.
- Conducted user research and gathered feedback to inform the design process and enhance user experience.
- Developed visually appealing and impactful design elements that align with HEVA Fund's branding guidelines.
- Implemented a cohesive and engaging visual language to effectively convey the significance of the anniversary.

Britam Holdings • UX Designer and system integration engineer Intern

2023 - 2024

Key Achievements and Impact

- Achieved a significant increase in employee participation in the ideas portal, resulting in a 46% rise in submitted ideas over 3 months
- Implemented features in the appraisal system that led to a 34% improvement in completion rates during the annual review cycle.
- Led the integration efforts for the WhatsApp chatbot, optimizing user journeys for investment inquiries and claims processing.
- Collaborated with cross-functional teams to design and implement API integrations, ensuring seamless communication between the chatbot and internal systems

- Developed user journeys for investment-related queries, resulting in a 22% reduction in response time and increased customer satisfaction.
- Automated claims processing through the chatbot, contributing to a 47% improvement in claims resolution efficiency.

● **Gebeya inc** • UX design freelance talent

2022 - present

Key Achievements and Impact

- Working on a variety of freelance design projects for a range of clients, with a primary focus on e-commerce. Developed client branding, design collateral, websites, and UX materials, as well as presentation and management skills.
- Ensuring platform-wide consistency through documentation of use cases and UI elements.
- Communicating and implementing technical strategies with cross functional teams.

● **eProd solutions** • UX Design and Software Engineering Intern

June - September 2021

Key Achievements and Impact

- Conducted user research with stakeholders to synthesize insights on the existing modules.
- Created user-specific storyboards and personas and incorporated them into design decisions, resulting in an improved and significant design creation
- Worked in a multidisciplinary team to redesign the payment and contact modules , effectively increasing user satisfaction by 20%.
- Developed the solutions in Delphi programming language.
- Worked in a cross functional team of 8 to develop a software tool responsible for carrying out translation verification across the ERP leading to an overall 24% increase in productivity
- Developed a feature in Delphi that automatically documented findings on an XML file

● **Consowill consultancies** • Contract UX designer

2019 - 2020

Key Achievements and Impact

- Designed high-fidelity mock-ups for onboarding flow on desktop app for loan consultancy services
- Solely responsible for user research, visual design and user testing across web and mobile products

Languages

- English : C2 Proficient
- Swahili : Native