

Sheriff Jolaoso

seeking lead product design roles

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I'm a designer with product and service design experience. I use a mix of design thinking and agile product development methods to combine user, business, and team perspectives into product experiences that can help guide people to accomplish whatever they have set out to do. I aspire for opportunities that allow me to collaborate with intelligence, diligence, and empathy. In design, I rely on simple design principles all-the-while incorporating the appropriate details of the end-users' experience.

Experience

Microsoft

Senior Designer

December 2021 - present

In time at Microsoft, I worked on design system & admin experiences for Viva product, as well as Viva Pulse surveying product.

- Designed feature access management and HR data import to support all Viva app experiences
- Extended the notification system for Viva Pulse, including in-workflow response modules
- Co-designed entry experiences to Viva Pulse from other product surfaces
- Developed design system & workflow for immediate design team

GoFundMe

Product Designer

January 2020 - September 2021

In time at GoFundMe, I primarily focused on charity & fundraising management experience.

- Designed functionality for charities to improve their workflow when creating multiple fundraisers
- Supported revamping of research insights hub and evangelized practices for user research in a remote working world
- Redesigned user onboarding to accommodate quicker access to fundraising features for charities in need during COVID-19 pandemic
- Redesigned fundraiser management experience to support retention and increase engagement with key functionality

AppFolio

Sr. Service Designer, Sr. UX Designer

July 2015 - January 2020

In time at AppFolio, I worked across all facets of property manager, tenant, and service experiences.

- Developed proof of concept prototypes for usability testing and communication with software engineers, product managers, and designers across our resident (B2C) and property manager (B2B) products.
- Led insights gathering through customer visits, user interviewing, survey, and moderated & unmoderated usability testing.
- Facilitated customer journey mapping & service blueprinting activities to identify product improvement opportunities with cross-functional teams.

Skills

- Prototyping and wireframing for usability testing and team communications (Figma, Axure)
- Design systems groundwork (inventory & auditing, classifying updates, distributing workload)
- Synthesis & alignment of customer needs and business goals via quantitative metrics and qualitative feedback
- User flow diagramming, information architecture diagramming, service blueprinting, & customer journey mapping
- Usability testing (moderated, unmoderated) Customer, non-customer and internal stakeholder surveying and interviewing
- Front-end web development experience for prototyping (HTML, CSS, Javascript)
- Experience using & managing analytics platforms (Pendo, New Relic, Qualtrics, Amplitude)
- Backlog management (Trello, Azure DevOps, JIRA)

Awards

2017 American Web Design Award for The Best in Web, Interactive + UX Design from Graphic Design USA @ AppFolio