

Product Designer | *AI Experience • Enterprise Systems • Systems Thinking*

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Work Authorization: Passport Talent (Famille) Visa | Full Schengen Mobility

PROFESSIONAL SUMMARY

Product Designer with a background in enterprise systems engineering, combining technical systems knowledge and human-centered design to create intuitive experiences for complex enterprise products.

CORE EXPERTISE

- **Product Design**
End-to-End Product Design • UX Strategy • Interaction Design • Information Architecture • Workflow Design • Systems Thinking
- **Research & Discovery**
User Research • Problem Framing • Stakeholder Interviews • Journey Mapping • Usability Testing
- **Collaboration**
Cross-functional Leadership • Product Strategy • Stakeholder Alignment • Design Facilitation
- **Tools & Capabilities**
Figma • FigJam • Design Systems • Prototyping • AI-enabled Product Design

SELECTED PRODUCT DESIGN PROJECTS

VoiceOps — AI Voice Operations System (Independent MVP)

Lead Product Designer | May 2026

- Framed operational challenges in enterprise AI deployments, defining workflows for monitoring, governance, and human oversight of autonomous voice agents.
- Designed AI operational experiences supporting explainability, investigation, escalation, and human intervention.
- Established scalable interaction patterns and design systems supporting future AI product expansion.
- Defined product vision and MVP strategy by translating operational complexity into scalable AI experiences.

Boundary2 — Explainable Expense Compliance Platform (Concept • Tested Prototype)

Lead Product Designer | Feb 2026

- Reframed opaque compliance operations into an explainable decision system, improving governance, auditability, and user trust.
- Synthesized regulatory, operational, and user requirements into intuitive role-based decision workflows.
- Reframed continuous monitoring into a consent-based verification model, balancing user privacy with audit readiness.

- Defined structured recovery workflows for validation failures, payout exceptions, and incomplete documentation, improving operational resilience across edge cases.
- **Validated concepts through moderated prototype sessions and SME reviews, refining assumptions through three design iterations.**

Boundary1 — Global Expense & Compliance Platform

Lead Product Designer | Oct 2025

Framed enterprise reimbursement and compliance challenges into an explainable workflow platform supporting finance, employees, and governance teams.

- Led the design of end-to-end reimbursement workflows by collaborating with domain experts to simplify complex compliance and finance operations.
- Reframed exception handling into an exception-first review model that reduced reviewer cognitive load while improving audit transparency.
- Facilitated discovery sessions with subject-matter experts to validate assumptions, identify operational gaps, and shape explainable compliance workflows

PROFESSIONAL EXPERIENCE

CONTEC Global

Enterprise Systems Engineer (Product & UX Focus) | May 2015— Aug 2025

Key Programs: CERPAC (Combined Expatriate Residence Permit and Aliens Card), ePASS (Electronic Passenger Registration System).

Designed enterprise identity platforms supporting **150,000+ users** across regulated government environments, simplifying operational complexity through workflow optimisation and information architecture.

Evolved from identity infrastructure implementation into workflow design, information architecture, and UX optimization for large-scale enterprise systems.

- Partnered with engineers and operational stakeholders to redesign identity verification workflows across 36 states, reducing processing time by 45%.
- Partnered with government stakeholders to translate complex regulatory requirements into intuitive, auditable workflows across CERPAC and ePASS.
- Improved administrative workflows by restructuring navigation, task flows, and information architecture for high-security identity systems.
- Optimized biometric identity verification workflows supporting operations across 500+ government agencies.
- Partnered with multidisciplinary teams through implementation, balancing technical feasibility, usability, and operational goals.

EDUCATION

- **M.Sc. Information Science** | University of Ibadan, Nigeria | 2014.
- **B.Sc. Electrical & Electronics Engineering** | University of Ibadan, Nigeria | 2009.