

# Adesola Olaegbe

✉ olaegbeadesola@gmail.com 📞 (+230) 5734 7002 🌐 [linkedin.com/in/adesola-o-12304a12b/](https://www.linkedin.com/in/adesola-o-12304a12b/)

## Professional Profile

Innovative and results-driven Product Designer and Solution Specialist with over three years of experience in crafting user-centered design solutions and managing client relations. Proven track record in leading the design process from concept to execution, enhancing user engagement by up to 30%. Adept at leveraging design thinking methodologies to deliver award-winning solutions that align with business objectives. Skilled in SQL and data analysis, providing rapid and effective incident resolution to maintain a 95% customer satisfaction rate. Strong collaborator with cross-functional teams, excelling in fast-paced, dynamic environments to drive continuous improvement and operational excellence. Passionate about improving user experiences and committed to ongoing professional development.

## Key Strengths

- **User-Centered Design Champion:** Advocates for user-centered design processes, leveraging design thinking methods to create intuitive and aesthetically pleasing web-based and mobile application designs.
- **Client Relationship Management:** Maintains high levels of customer satisfaction by exceeding client expectations through effective communication and relationship-building.
- **Cross-Functional Collaboration:** Excels in working across multidisciplinary teams to drive innovative design solutions and ensure alignment with business objectives.
- **Design Expertise:** Leads the design process from ideation to execution, delivering high-fidelity prototypes, conducting user research, and usability testing to inform design decisions.
- **Technical Proficiency**
  - Design Tools: Proficient in Figma and Photoshop for creating high-fidelity designs and prototypes.
  - Web Technologies: Knowledgeable in HTML, CSS, and JavaScript for front-end development.
  - Relational Database Systems: Proficient in SQL and relational databases, managing structured data, ensuring integrity, optimizing query performance, troubleshooting, and rectifying data issues.
  - Version Control: Experienced with Git for version control and collaborative development.
  - Project Management Tools: Skilled in using tools like JIRA and Trello for project management and tracking.
  - Programming Languages: Familiar with Python for scripting and automation.

## Key Skills and Expertise

- User Research and Testing
- Cross-Functional Collaboration
- Design Thinking
- Client Relationship Management (CRM Systems)
- Problem-Solving and Decision Making
- Sketching and Wireframing
- Information Architecture
- Prototyping and Ideation
- Workshop Facilitation
- Design System Implementation

- Communication and Presentation
- Client Support
- Project Management
- Quantitative and Competitive Research
- HTML, CSS, JavaScript (basic proficiency)
- Technical Proficiency in SQL, XML, XSLT
- User-Centered Design (UCD) Methodologies
- Financial Services Knowledge (foundational understanding)

## Professional Experience

### Solution Specialist

Full time

 Dayforce (Ceridian)

 Jul 2024 – Current

- Provided training and support to SI Partner and internal teams, ensuring smooth adoption of new solutions.
- Demonstrate product expertise/knowledge of the application and how various modules interact with and affect each other.
- Write SQL code to identify, troubleshoot and fix data issues in customers instance.
- Implemented solution designs for client-specific requirements, enhancing functionality and user satisfaction.
- Providing rapid response and effective resolution to incidents.
- Engaged with SI Partner to gather requirements and provide tailored solutions, leading to a 15% increase in client satisfaction scores.
- Collaborated with development and product teams to ensure seamless integration of new solutions.
- Identified and recommended process improvements, resulting in a 10% reduction in deployment times.

### Application Analyst

Full time

 Ceridian

 Apr.2022 – Jun 2024

- Provided rapid response and effective resolution to incidents, maintaining a customer satisfaction rate of 95%.
- Utilised SQL to troubleshoot and resolve data issues, ensuring seamless functionality for customer instances.
- Exceeded business Service Level Agreements (SLAs) by consistently achieving resolution and response time targets.
- Developed solid product expertise and recommended process improvements, enhancing operational efficiency.
- Handling escalation effectively with the proficient use of CRM systems to document actions taken in a concise and timely manner.

### Product Designer

Full time

 Ceridian

 Sep. 2021 – APR.2022

- Led the design process from ideation to execution, delivering high-fidelity prototypes that improved user engagement by 30%.
- Applied design thinking methods to create award-winning solutions, enhancing user experience and satisfaction.
- Conducted user research and usability testing to inform design decisions, resulting in a 15% reduction in user error rates.
- Collaborated with product engineers to suggest improvements, contributing to a 10% increase in product efficiency.
- Experience building B2B software applications, managing multiple concurrent projects and contributing to design guidelines and best practice

## Product Designer

Remote - Freelance

Nov. 2020 – Aug. 2023

Handyvest

- Developed compelling designs that improved user interactions and journeys while creating exceptional wireframes, process flows, and mock-ups to illustrate concepts effectively.
- Supported strategic initiatives through collaboration with internal stakeholders and multiple departments to ensure great customer experience
- Analyse how a new product satisfies market needs and consumer preferences while staying up to date on current industry trends and market conditions.
- Present product design ideas to cross-functional teams and senior leadership.
- Illustrate design ideas using wireframes, visual, graphic designs, flow diagrams, storyboards, site maps and prototypes.

## Systems Design Specialist

Full time

Nov. 2019 – Feb.2021

Extension Interactive

- Designed high-resolution data visualisations and UI mockups, enhancing user comprehension and engagement.
- Identified and troubleshoot UX problems, leading to a 20% improvement in user interface responsiveness.
- Applied user-centered design processes to develop intuitive web-based solutions.
- In close collaboration with the creative and technical teams, duties are to design a small visual comfort for the customers and the users: UI, graphic design, prototyping, interactivity, and UX. Interact with the various stakeholders (customers and internal teams) to maintain efficient production monitoring that is consistent with the expectations of customers and users.
- Coordinate with teams of information systems professionals in the development of software and integrated information systems, process control software and other embedded software control systems.
- Develop data, process and network models to optimise architecture and to evaluate the performance and reliability of designs.

## UI/UX Designer

Internship

May.2019 – Oct.2019


MobiMove

- Created wireframes, storyboards, and prototypes to visualise design problems and solutions.
- Conducted user research and testing to inform design decisions, improving usability and user satisfaction.
- Drive the design process from beginning to end Ability to turn complex challenges and transform them into intuitive and beautiful web-based designs.
- Design data visualisations by translating quantitative data into parameterised visual elements and qualitative data into quantifiable parameters that support an interactive narrative.
- Produce, present and review high resolution designs with internal team members and client personnel, and incorporate design feedback.
- Apply design thinking methods and a user-centered design processes to create compelling and award-winning solutions.

## Education & Certification

### **MSc Business Information System Management**

 Middlesex University

 2019 - 2022


### **BSc Information Technology and Business Information Systems**

 Middlesex University


 2018 - 2019

### **WAEC 'O' LEVEL**

 Holy Child College

 2012 -2015

### **Advance Diploma in Software Engineering**

 APTECH Computer Education

 Feb. 2018

### **Oracle Database 11g Administrator**

 APTECH Computer Education

 Mar.2017

### **UX Management: Strategy and Tactics**

 Interaction Design Foundation

 Jul. 2020

### **Mobile User Experience (UX) Design**

 Interaction Design Foundation

 May. 2020