

Lulamile Mkhungela

UX/UI Designer and UI Developer

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Summary:

I am a proactive and detail-oriented UX/UI Designer at iOCO since October 2021, consulting for a diverse range of clients. With a proven track record in delivering end-to-end digital products—including web, B2B, and B2C solutions—I focus on creating user-centered designs that address business challenges and elevate user experiences. I’m passionate about identifying pain points and collaborating with cross-functional teams to deliver actionable design solutions. I prioritize transparency throughout the design process, ensuring that stakeholders, developers, and users are aligned and informed. Additionally, I possess foundational knowledge of AR/VR, immersive user experience and Azure AZ-700 and CCNA, enhancing my technical expertise

Skills:

Product design, UX and UI Design, User research, User Personas & Journeys, Usability testing, User centred design, Design thinking, Interaction design, Prototyping, Stakeholder engagement, Data visualisation, Product strategy, Product management, Design tokens/system, Html5, Css3, Scss, Angular UI development, Agile, Cross-Platform design, mobile first, responsive web.

Tools:

Figma, AdobeXd, Protopie, JustInMind, Photoshop, Invision, Miro, Jira, AzuredevOps, Git, Gitlab, AndroidStudio, VisualStudio, Canva, Maze, Hotjar, Google analytics, Tableau.

Experience

Toyota

UX/UI Designer and UI Developer Consultant
Aug 2023 – Present

- Collaborated with the Kinto and Automark teams to improve user flows and navigation menus after a drop in page access following a new release. Designed the Settings screens for Alt Find, resulting in a 16% reduction in user confusion, improved navigation interaction, and a 5% increase in users accessing the Settings page.
- Consistently prioritize UX research to identify design opportunities based on data and hypotheses. Design final concepts Toyota remote app and translate them into functional UI designs for the product using Ionic and angular.
- Design and develop ad hoc marketing materials for Toyota dealers, including promotional ads for campaigns across multiple countries.

Sasol

UX/UI Designer and UI Developer Consultant
Mar 2023 – Aug 2023

- Applied lean design principles to create UI screens and develop the web interfaces in angular for Sasol dashboards, enabling the company to track case rates, injuries, business performance, and other key metrics through improved data visualization and reporting.

Vodacom

UX/UI Designer Consultant
Oct 2021 – March 2023

- Worked on multiple projects with Vodacom's HR-IT team, which consist of Engage app, Bobby chatbot, Vodacom External Bursary, and design system updates.
- Analyzed current workflows and services to eliminate redundancies and improve both employee and customer experiences. Applied the User-Centered Design (UCD) process to gain in-depth user insights, then shared findings with the design authority team for review.

Addmoredigital

Senior UX/UI Designer
Sept 2021 – Sept 2022

- Led UX research for the Aziza client project, conducting user interviews, surveys, and data analysis to gain insights into user needs, behaviors, and pain points. Performed competitive analysis and translated research findings into actionable design solutions.
- Managed a team of 5 developers, 2 designers, and multiple projects simultaneously. The primary project was the Pico web platform and dashboards for providers and students. This platform provided Grade 12 students with lower APS scores the opportunity to upskill by enrolling in courses to improve their APS score and qualify for tertiary education. Ensured timely delivery while maintaining high design quality backed best design practice for the client.

Hypothetical Objective Systems

Senior UX/UI Designer
May 2020 – Dec 2021

- Resolved usability issues for an agritech startup client by designing a scalable, user-friendly dashboard for their internal system. Additionally, created presentations, banners, and other graphics to support their marketing and communication efforts.
- Conducted a UX audit for a shopper app using Hotjar recordings and heatmaps to identify pain points and optimize the web shopping funnel.

OpenSesyme

UX/UI Designer and UI Developer
Jun 2019 – March 2020

- Conducted UX research and organized discovery sessions with business owners to ensure the product solved both user and business problems before design and development began.
- Designed a grocery delivery, Sesyme app and SmartServe ordering app to enhance takeaway and sit-in ordering experiences. Negotiated with business owners and end users to secure subscriptions, leading to adoption by LaPiazza and pilot testing with other local restaurants.
- Conducted user interviews and testing with both business owners and customers, resulting in improved customer satisfaction and streamlined order processing for restaurants.

TheDigital Academy

Lead UX/UI Designer
Aug 2018 – Jan 2019

- Led UX research for the development of Entrehive, an interactive multiplatform mobile app designed to help business owners and users earn points by attending events, working in co-working spaces, and hosting events. Translated research findings into actionable recommendations that informed the app's design, enabling users to redeem earned points for products.
- Collaborated closely with developers to align design with the development process and worked with product managers to understand requirements. Analyzed user behavior to create a product that solves key problems and prioritized design tasks accordingly.

mLab

UX/UI Designer, Android Developer
Apr 2017 – Mar 2018

- Responsible for end-to-end product design process, recommending alternative design solutions based on technical limitations and ability develop those designs in android, managing database and coded frontend and bit of backend.
- Applied lean design to design and develop multiple Android apps including co-working space app where users can book a slot and work/web designs and gained exposure to various tools and adapt in a fast changing environment.

Wendy Guys and Girls

Promoter
Jan 2013 – Jann 2017

- I was creating awareness about a product, service, event, or brand customers by applying promotional strategies and tactics. Engage directly with customers to build relationships and encourage brand loyalty, both online and in-person.
- Provide product or event information, answer questions, and address customer concerns to ensure a positive experience to get a customer buy-in and encourage repeat business.

Education

Coursera, Udemy, SoloLearn

Apr 2017 – Sept 2024

- Studied UX/UI and web design through online courses on Coursera, Udemy, SoloLearn, and LinkedIn Learning. Key topics included UX/UI design processes, user-centered design, wireframing, prototyping, responsive web design, intermediate HTML/CSS, basic JavaScript, and design tools such as Figma, AdobeXD and continously learning other skills.

MTN Business App Academy

Sept 2021 – Dec 2021

- Enhanced my UX/UI and web design skills, deepened my understanding of UX/UI design processes, and gained knowledge of the SDLC. Developed a cross-platform functional app/web app, applying these design and development principles.

Joburg Center For Software Engineering @Wits

Jan 2017 – Mar 2017

- Started from scratch in learning UX/UI design, gaining a solid foundation through fast-paced training, hands-on projects, and practical projects/experience. Gained skills in user-centered design principles, wireframing, prototyping, information architecture, and responsive design. Gained proficiency with key design tools like JustInMind, and deepened my understanding of design processes and the SDLC (Software Development Life Cycle). Applied these skills in my final JCSE website redesign and airport ux audit and creating intuitive and interactive designs.

Vaal Reefs Technical High School

Apr 2008 – Dec 2011

- I studied Mathematics, Physical Sciences, Economics, IsiXhosa, English, Life Orientation and Accounting