

Hammed S

UX/UI Designer

UK Global Talent | Tier 1 Visa (No Sponsorship Required)

United Kingdom | 7517609635 | shotolahammed02@gmail.com | [Portfolio](#)

Summary: Product Designer with 3 years of experience designing scalable digital products and design systems.

AREAS OF EXPERTISE

- UX Design | UI Design
- AI / Cursor/Claude AI
- User Research / Usability
- Miro/Jira/Linear
- Figma/Adobe /Protopie
- Prototyping/Wireframe
- Collaboration
- Agile Squad
- Design System and process

PROFESSIONAL EXPERIENCE

Freelance | United Kingdom

Product designer

Nov 2025 – Present

- I supported user research and usability testing while also helping document research findings clearly and contribute to problem definition
- I created wireframes, prototypes, and high-fidelity designs using industry-leading design tools like Figma, Adobe, prototopie
- I also collaborated with cross-functional teams and built effective working relationships across the squad.
- Contributed to the evolution of the internal design system by developing reusable components that ensured WCAG compliance and alignment with brand guidelines

Lendable | United Kingdom |

Customer Support Specialist

Oct 2025 - Nov 2025

- Managed inbound and outbound customer communications to negotiate repayment arrangements, resolve account arrears, and support customers experiencing financial difficulties.
- Investigated overdue accounts, assessed customers' financial circumstances, and recommended appropriate recovery solutions to minimise losses

Firstsource | United Kingdom |

Customer Support Specialist

April 2024 – Sept 2025

- Delivered empathetic, solution-focused support to customers affected by fraud, building trust during high-stress interactions.
- Handled multi-channel inquiries (phone, email, chat), ensuring timely resolution and clear communication.
- Conducted investigations and liaised with internal fraud teams to coordinate swift outcomes and identify trends.

Dash Finance | Remote

Product Designer

Feb 2022 – Mar 2024

- **Supported the redesign of the flagship mobile app, driving a 23% increase in user engagement**
- Contributed to workshops, work-in-progress sessions and cross-functional projects which drives continuous improvement and foster collaboration.
- Refined user flows **based on feedback** and usability testing, cutting abandoned sign-ups by 38%
- I created low-fidelity wireframes, simple user flows and quality interface designs following established patterns and direction

Xend Finance

Product Designer

May 2021 – Feb 2022

- Led the design efforts for 3 financial products [XEND](#), [SWITCH](#), [BRIDGE](#), aligning with business objectives and contributing to a **30% growth in monthly active users**.
- **Improved usability** and modernised styling from **10% to 22%**, **boosting time-on-page** and **enhancing customer** retention by 12%.
- Maintained and scaled the **design system** with engineers, cutting design-to-dev handoff errors by 35% and **improving consistency across products**.

Youverify | Remote | Contract

Product Designer

Feb 2021 – May 2021

- **Redesigned** the State Transport Management System, improving compliance reporting efficiency, **cutting processing time from 7 minutes to 5 minutes**.
- **Designed** the Citizen app with 2 **designers**, 1 **PM**, and 6 **developers**, enabling mobile traffic fine payments and challenges, adopted by 40,000+ residents within the first 6 months

BA Distribution

UI/UX Designer

Feb 2019 – Apr 2021

- Led the design of Oda, driving a **revenue increase** from **10% to 56%** during the pandemic.
- **Analysed** early **user activity** and iterated the design based on **insights**, resulting in a **20% increase in user** acquisition in the initial months.
- Designed and implemented an inventory optimisation system, improving **operational efficiency** by 18% and **saving ~300 staff hours annually**

EDUCATION

Diploma | *User Experience Design* | UX Design Institute (Glasgow Caledonian University)

Bachelor of Science (B.Agric) | *Agric Ext & Rural Sociology* | Olabisi Onabanjo University

Other Skills + Tools

Accessibility (WCAG) | Protopie | Rive | Trello Claude AI | Jira | Notion

Figma (Variables, Auto Layout, Design Libraries, Component Systems)

Adobe tools such as Photoshop and Illustrator.