

Ugochi Osita-Ogbonnaya

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EDUCATION

Master of Human-Computer Interaction - Carnegie Mellon University

Aug. 2020 - Aug. 2021

Bachelor of Science in Biology - University of California, Riverside

Sep. 2015 - June 2019

EXPERIENCE

UX Designer / Riot Games

July 2022 - Present

Content Management System UX Improvement

- Currently leading the improvement of the user experience of our CMS tool utilized by around 300 internal users.
- Conducting research on user workflows to identify areas for improvement and contribute to the product roadmap and direction.
- Collaborating closely with engineers for design implementation.
- Developing functional high-fidelity prototypes for a more seamless and intuitive system.

External Developer Portal

- Owned the end-to-end design process of multiple features under the creation of Riot's external developer portal utilized by external developers, with over 50,000 active API keys.
- Developed experience maps detailing short, medium, and long-term design vision, which aided in product strategy.
- Collaborated closely with product managers, UX writer, QA lead, and engineers.
- Delivered several high-fidelity mockups and prototypes that streamlined the API application and management process for external developers, leading to decreased user tickets.
- Mapped complex flows and interactions into digestible deliverables such as roadmaps, user personas, sketches, user stories, and user flows to foster alignment and understanding.

Web Ecosystem Design Documentation

- Collaborated with visual designers, product managers, and engineers to oversee the end-to-end implementation of Riot Games' new web ecosystem framework.
- Analyzed and conducted research on numerous game guidelines and branding, as well as utilized Riot branding and vision for design system development.
- Developed the new typography system and color palette for 5 of Riot Games' game websites.

UX Researcher / Google (via Grid Dynamics)

Nov. 2021 - Mar. 2022

- Developed research plans and conducted research studies with internal stakeholders to gain insight into their use of internal tools.
- Synthesized research interviews to identify patterns and themes in the user experience.
- Developed experience and journey maps that highlighted user needs and areas for improvement.

UX Designer & Researcher / Carnegie Mellon University

Jan. 2021 - Aug. 2021

- Worked with a cross-functional team of 5 to redesign and improve the user experience of the graduate application system for CMUs School of Computer Science, resulting in a 92% increase in effectiveness.
- Executed mixed-methods user research and led synthesis sessions of 30+ user interviews to derive research insights that informed primary design decisions.
- Established an analysis and synthesis framework that improved the team's efficiency.

SKILLS

Design: Prototyping, Storyboarding, Wireframing, Illustration, Visual Design, Interaction Design, Information Architecture, User Flows, Journey Mapping, Design System Development

Research: Usability Testing, User Interviews, Surveys, Contextual Inquiry, A/B Testing, User Testing, Heuristic Evaluation, Data Collection, Data Analysis, Affinity Mapping

Development: HTML/CSS, Javascript, Python

Tools: Figma, Adobe Photoshop, Adobe XD, Framer, Invision, JIRA, Mural, Miro, Dovetail