

# Zintle Gwam

## UI/UX Designer

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### SUMMARY

UX Designer with a focus on delivering impactful results, eager to tackle dynamic challenges and apply creativity to craft intuitive user experiences. Demonstrated proficiency in project management, user-centric problem-solving and seamless collaboration across teams. Skilled in leveraging state-of-the-art tools and methodologies to streamline processes and elevate user satisfaction.

### TECHNICAL SKILLS

Prototyping	Interaction Design	Responsive Design
User Research	Visual Design	Accessibility
Design Systems	Usability Heuristics	User Testing Tools
Figma	Wireframing	HTML + CSS

### WORK EXPERIENCE

#### Freelance

**Jan 2025 – Present**

- Conducted usability testing and user interviews for a SaaS client, leading to a 25% reduction in customer support requests.
- Implemented a new design system that enhanced design consistency and reduced design debt by 40%.
- Redesigned a fintech app, resulting in a 20% increase in user retention.

#### Intern, Cognician

**Sep 2019 – Feb 2020**

- Conducted heuristic evaluation of user interfaces and collaborated with developers to resolve 12+ usability issues.
- Conducted user behaviour data analysis to provide insights for design improvements.

### EDUCATION

#### Web Development Certificate

**Feb 2019 – June 2019**

CodeSpace Academy

Front and Backend Languages

#### University of South Africa

**Feb 2022 – Present**

Politics, Philosophy and Economics