

# MASEGO MONGALE

## PRODUCT DESIGNER | UI/UX

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### Professional Summary

I'm a multidisciplinary Product Designer with 9+ years of experience across UX/UI design, business analysis and front-end development. Experienced in translating ambiguous business needs into user-centered digital products by combining stakeholder discovery, requirements analysis, user journeys, interaction design, prototyping, usability testing and technical collaboration. I have strong experience in designing enterprise employee platforms, administrative portals and workflow-based digital experiences, with hands-on knowledge of Angular, HTML, CSS and JavaScript. I am known for asking deeper questions, connecting business goals with user needs, and collaborating with stakeholders, Product Owners, BAs and developers to deliver practical solutions.

I hold a National Diploma in Information Technology and am currently completing an Advanced Diploma in Business Analysis, a deliberate investment in enterprise-level practice. I am now looking to bring this full capability into a high-impact, culture-driven environment where technology decisions carry real consequence and where doing the analysis right from the start is understood as the foundation of everything that follows.

### Core Competencies

#### Product & UX Analysis

- Requirements gathering (stakeholder interviews, user interviews, workshops)
- Business needs analysis & problem definition
- Wireframing & prototyping (Figma, Adobe XD)
- Usability testing & customer validation
- Translating insights into actionable product improvements
- Aligning design solutions with business objectives
- Mapping AS-IS and TO-BE user journeys, process flows, personas, UML diagrams (Miro & Confluence).
- Functional, non-functional & technical requirements documentation
- Writing user stories, acceptance criteria & backlog refinement (Jira)
- JAD / Tech-for-Tech sessions with developers
- Gap analysis & impact analysis
- UAT planning, test scenario creation & validation
- Soft Skills
- Problem-Solving: Transforming complex user problems into elegant design solutions.

- Collaboration & Communication: Working effectively with design teams, developers, product managers, and stakeholders.
- Empathy & User Advocacy: Prioritizing user needs throughout the design process.
- Attention to Detail: Delivering pixel-perfect designs and smooth user experiences.
- Adaptability & Continuous Learning: Staying up to date with design trends and tools.

### Technical Strength

- HTML, CSS, SCSS, Angular, ReactJS, CursorAI (supporting feasibility analysis)
- Accessibility considerations (WCAG)
- Responsive design and QA collaboration

### Soft Skills

- Strong communication & stakeholder management
- Collaborative facilitator (workshops, cross-functional alignment)
- Problem-solving & analytical thinking
- Empathy-driven decision-making
- Detail-oriented & structured

## Professional Experience

Exponent Group - Vodacom Consultant

Business Analyst / Product Designer

*Period: January 2023 – Current*

- Conduct requirements gathering through stakeholder interviews, user interviews, and collaborative sessions.
- Facilitate UX research to understand business goals, user needs, and operational constraints.
- Map user journeys, personas, scenarios, and UML diagrams using Miro to align the team on business flows.
- Translate business needs into user stories, acceptance criteria, and backlog items on Jira.
- Create wireframes and functional prototypes (Figma and Cursor AI / Figma Make) to validate and refine requirements with stakeholders.
- Lead JAD/Tech-for-Tech sessions with developers to ensure feasibility and shared understanding.
- Support the product owner with prioritisation and refinement of epics and features.

- Prepare UAT test cases, FAT documentation, and assist with user acceptance testing.
- Ensure solutions meet both functional expectations and user experience standards.

## EOH Group (Redstor Consultant)

### Product Designer / Business Analyst

*Period: March 2022 – December 2022*

- Conducted research to gain an empathetic understanding of business, users, and technology.
- Aligned UX strategy with business goals and articulated problem/opportunity spaces with strong value propositions.
- Defined and refined user goals, scenarios, flows, and success metrics incrementally.
- Interpreted user goals into visual concepts and experiences to test design ideas.
- Designed wireframes and built prototypes to illustrate user flows and interactions.
- Gathered feedback and reviewed feasibility for rapid validation or improvement.
- Built and tested digital product experiences, delivering value to both business and customers.
- Focused on agile, incremental delivery throughout development.

## EOH Group (Vodacom Consultant)

### UI/UX Designer & Business Analyst

*Period: January 2020 – February 2022*

- Gathered business requirements through product owner and stakeholder engagements.
- Translated requirements into functional UX concepts, wireframes, and prototypes.
- Facilitated tech alignment sessions with developers to clarify requirements and constraints.
- Contributed to Jira ticketing structure: epics, stories, acceptance criteria, and UX documentation.
- Created UAT packs and FAT documentation supporting testing and delivery.
- Ensured user experience aligned with both business and technical requirements.

## EOH Group (Sasol Consultant)

### UI/UX Developer

*Period: April 2019 – December 2019*

- Gathered requirements and received UI and prototype screens from the UI designer.
- Translated UI screens into responsive web and mobile applications using Ionic framework and Angular CLI, maintaining a high-quality user experience.
- Developed technical requirements prior to detailed programming sessions.
- Constructed detailed programming tasks for front-end development.
- Performed UAT testing with the Business Analyst and UI designer to ensure product quality.
- Applied fixes and maintained functionality as needed.

## Akhanya IT Solutions

### UX Developer

*Period: August 2018 – March 2019*

- Designed and built wireframes for web and mobile applications.
- Developed web and mobile applications using HTML5, CSS3, and Angular CLI.
- Built interactive and responsive websites.
- Consulted with product owners during briefing sessions (Telkom, EFF, and BCX).
- Reviewed project scope and requirements.

## Blackvest Group (Uzuri Tech)

### Front-End Developer

*Period: September 2016 – July 2018*

- Collaborated with business analysts to design and develop web and mobile applications.
- Created prototypes and wireframes for proof of concept.
- Built clean and responsive interfaces for various media queries, maintaining a positive user experience.
- Developed web and mobile applications using Angular and React Native.
- Established technical requirements before detailed programming sessions.
- Prepared detailed programming tasks for front-end development.
- Integrated with back-end systems.
- Conducted quality assurance tests to identify errors and optimize usability.

## Education

### ADVANCE DIPLOMA IN BUSINESS ANALYSIS (CURRENT)

Mancosa

### NATIONAL DIPLOMA IN IT-MULTIMEDIA (2014)

Tshwane University of Technology

## Certifications

- **MASTER START – CUSTOMER CENTRICITY (2020)** *University of Stellenbosch Business School*
- **UDEMY – ANGULAR MATERIAL IN DEPTH (2022)** *Angular University*

## Tools & Platforms

- **Jira** (Kanban, Agile, backlog grooming, epics, stories)
- **Confluence** (requirements documentation, user stories, specs)
- **Miro** (user journeys, UMLs, maps, flows, ideation)
- **Figma / Adobe XD** (prototypes, wireframes)

## Professional Development

I actively participate in Agile methodology workshops and Design Principle best practices to remain current with industry trends.

## Reference

Available on request