Caroline Mbithe
PRODUCT DEVELOPER

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EDUCATION

Bachelor of Science in Information Technology

2014
Jomo Kenyatta Universiity of Agriculture and Technology

Focus Area
Software Engineering

CERTIFICATIONS

Using Style Guides to Bridge Design and Development

2024
LinkedIn Learning

Digital Skills: User Experience

2020
Accenture

SKILLS

Product Development

UX Research & Design

UI/UX wireframing & prototyping

Information Architecture

Copywriting for Web & Mobile Apps

Usability Testing

Applications Support

Web Development

Problem Solving

Research & Innovation

Attention To Detail

DESIGN TOOLS

Figma

Adobe XD

HTML

CSS

JavaScript

Canva

Microsoft Paint

EXPERIENCE

Product Developer & Digital Civil Society Advocate
Unit Kenya | Nairobi 08/2023 – present

- Founder & Director, Product Designer, Social Media Strategist

Product Development Lead
iPay Africa | Nairobi 05/2023 – 07/2023

- Led User Research, Competitor Analysis, UX Design and Prototyping efforts for iPay Gateway, Merchant Dashboard, Admin dashboard applications
- Conducted stakeholder interviews and facilitated design thinking sessions
- Developed a product roadmap for the core system platforms in line with the company's overall business objectives

Applications Support Engineer & UI/UX Designer
iPay Africa | Nairobi 07/2021 – 04/2023

- Created wireframes and prototypes utilizing Figma and Adobe XD design tools and translated the intricate layouts into functional web pages
- Created design documentation including design briefs, user scenarios, and screen designs.
- Translated user research insights into high fidelity UI designs and prototypes
- Conducted task-based usability tests to enhance overall user experience
- Collaborated with infrastructure, operations, and customer support teams to deliver cohesive platform enhancements

Web Developer & UX/UI Designer
Linaweb Agency | Nairobi 01/2020 – 06/2021

- Worked closely with clients to define project requirements and objectives.
- Designed portfolio, corporate, and e-commerce websites with a focus on UX/UI excellence.
- Crafted user personas, empathy maps, and journey maps to inform design strategies.
- Established and guided website architecture to ensure optimal performance and availability.
- Developed responsive web designs for multi-device compatibility.
- Resolved content-related issues promptly and efficiently.

IT Support Engineer
Netplatoon Ventures | Nairobi 02/2017 – 07/2019

- Installed, configured and maintained servers, routers and switches.
- Installed and administered firewalls.
- Managed system backups and recovery.
- Solved clients IT issues – Determined changes, recommended quality software, projected modifications of software, hardware and networking.

IT Graduate Trainee
ICT Authority | Nairobi 02/2015 – 10/2016

- Maintained GoK ministry websites and web servers, managed user accounts, Apache web servers, databases, and performed web security log analysis
- Installed, configured, and maintained virtual servers (CentOS, RedHat, Kali, Ubuntu)
- Administered Active Directory user accounts and monitored Huduma Kenya CCTV Security infrastructure
- Configured routers for GoK CCTV security project