# **Suhail Jaffer**

## About me

Inspired by living in Tanzania, I use design to solve problems and produce measurable results in teams of all shapes and sizes around the world. I have collaborated in teams across industries including tech, healthcare, insurance, and consumer goods; to create accessible experiences intended to be used and loved by millions globally.

# **Work Experience**

# Nokia, UX Design Intern

MAY 2022 - PRESENT

**Objective:** Encourage the usage and consumption of Nokia's design system by supporting designers and developers with the right tools and information to build great experiences.

#### Results

 Leading a team of 9 designers to build and migrate 6 component libraries from Sketch to Figma. This includes developing guidelines, organizing tutorials for 30 designers, and directing the delivery of over 300 components through a coherent, reusable, and flexible set of libraries. These initiatives benefit more than 270 stakeholders spread across 5 locations globally, who use and consume the design system daily to achieve their goals.

### Freelance, UX & Visual Designer

JUNE 2017 - MAY 2022

**Objective:** Solve problems for small-to-medium enterprises by using design and actionable strategy to help them achieve their goals.

#### **Results:**

- Built a Shopify e-commerce channel for Rozanas, a luxury fragrance retailer in Tanzania. The store is part of the top 5% of stores launched that week with an average SEO rank of 6.1, and 150k+ views per month on social media.
- Designed the website and digital strategy for HearWell, the leading audiology clinic in Tanzania. This led to a 623% increase in marketing ROI, a website search click rate of 6.04%, and 92.9% organic web traffic.
- Created the identity system of Bima Time, a digital insurance platform in Tanzania. The project was nominated for 'Most Innovative Insurance Product in Tanzania 2019' with over 10,000 clients in the first 9 months.

## Beem Africa, UX Design Consultant

JUNE 2021 - AUGUST 2021

**Objective:** Determine how Beem, an omni-channel communications platform, could better serve small-to-medium businesses across 25 countries around the world.

#### **Results:**

 Conducted ideation sessions, stakeholder interviews, UX audits, and developer handoff. This resulted in: Leading the implementation of a design system with 600+ components, creation of an omni-channel support product, redesign of the Beem platform, and launch of a customer support chatbot for businesses.

# Midnight Sun Solar Car Team, Project Manager

MAY 2020 - DECEMBER 2020

**Objective:** Manage the Doors team for the University of Waterloo's solar car team.

#### **Results:**

• Led a team of 4 engineers to conceptualize and test car doors that would be built for the American Solar Car Challenge 2021.

## **Education**

## University of Waterloo,

Global Business and Digital Arts (3.9 GPA) 2019- 2023

## Skills

**UX** Design **UI** Design Visual Design **Prototyping** Wireframing User Research A/B Testing **Design Systems Product Strategy Usability Testing User Journey Mapping Accessibility Compliance** Data Science Flutter Python **JavaScript** HTML & CSS

# **Tools**Abstract

Adobe Creative Cloud Figma JIRA Marvel Microsoft Office Miro IBM Watson Studio Visual Studio Code Shopify Sketch

# Languages

English French Swahili