

# DIANNA NGANGA - UI DESIGNER

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## SUMMARY

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Results-driven UX/UI designer with a background in visual design and multimedia production, renowned for generating robust solutions that prioritize user-centered design principles. A combined background of communications and multimedia production makes translating user feedback into actionable concepts and efficient deliverables.

## TECHNICAL SKILLS

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**Technical Skills:** Figma, XD, Sketch, InVision, Webflow, Adobe Suite, Google Suite, Basic HTML/CSS, Optimal Workshop, Maze.design Figjam, Adobe Color, Canva

**Research Skills:** Competitive Analysis, Heuristic Evaluation, Journey Mapping, Empathy Mapping, User Interviews, User Testing, Benchmarking, Ethnography, Task Analysis

**Design Skills:** Brand Development, Print and Digital Design

## UX/UI PROJECTS

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**Autobus (High-Fidelity Prototype)** | Chegg Skills | [View Presentation](#)

10/2024

- Developed an app catering to individuals using the public bus transit system for a city.
- Solely responsible for UX/UI design, employing the double diamond design process and user-centered design principles.
- Conducted user research and created deliverables using Figma to build a branded, high-fidelity clickable prototype.
- Developed the brand and maintained brand guidelines throughout the project.

**Audio App (Medium-Fidelity Prototype MVP)** | Chegg Skills | [Link](#)

- Designed an app for recording, editing, organizing, and sharing audio files, serving as the sole UX/UI designer responsible for the design sprint.
- Employed the double diamond design process and user-centered design principles to ensure an intuitive user experience.
- Conducted user research and created deliverables using Figma and Miro, while building a medium-fidelity clickable prototype using Adobe XD.

## PROFESSIONAL EXPERIENCE

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*Navex*

Remote

**Senior Communications Specialist**

09/2023 - Present

- Review and edit an average of 1,100 monthly reports from domestic agents and agents from three international vendors to ensure optimal quality before sending them to clients.
- Communicate threats of imminent danger to clients and provide pertinent details by following a detailed escalation protocol for imminent threats of danger.
- De-escalate callers who either have questions about our process or who have become combative with agents by applying direct communication skills.
- Acts as a support and source of knowledge for agents who need assistance in locating information relevant to reports, as well as those who need guidance on how to handle difficult callers.

*Belmont Abbey College*

Belmont, NC

**Multimedia Manager**

08/2021 - 12/2022

- Recorded and produced online courses for college alumni, including a 12-lesson series used by the College Relations team to generate funds.
- Trained 5 interns and work studies in Adobe Suite with a focus in graphic design and video production.
- Produced weekly videos for the Office of the President and the Vice Provost.
- Generated print and digital designs for both internal and external communications.

*Christ Embassy International*

Charlotte, NC

**Head of Post Production**

12/2015 - 05/2020

- Played a pivotal role in the development of the national television network, Loveworld USA, by creating commercials and video content to be utilized on the station.
- Co-hosted an international television show about the world's most widely translated devotional, Rhapsody of Realities while designing the sets, setting up lighting, and writing scripts for upwards of 70 episodes.
- Used expertise of Adobe editing software to teach an editing course on Adobe Premiere Pro to prospective

journalists and professional video editors at the 2018 Loveworld News Bureau in Charlotte, NC.

- Worked to re-develop company's digital marketing campaign strategy and created engaging new video and graphic content, resulting in doubled total page likes on company's Facebook page and thousands of hits in Google Search within one year.

## **EDUCATION**

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*Chegg Skills*

Online

**Certificate, UX/UI Intensive**

05/2024 - 12/2024

- Conducted user surveys and interviews; leveraged data to develop personas, empathy and journey maps, user stories, and flows to make informed design decisions.
- Utilized the double-diamond process and design sprint while creating effective case studies to showcase findings and design decisions with clients and stakeholders.

*Central Piedmont Community College*

Charlotte, NC

**Associates of Arts, Communications**

01/2017 - 05/2020