

# Courage Nwaopara

## Lead Product Designer

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### SUMMARY

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Product designer with 7+ years driving end-to-end UX for consumer and enterprise products across web and mobile. Skilled at translating ambiguous problems into research-backed, data-validated design systems. Track record of measurably improving conversion, retention, and accessibility at scale, with experience partnering closely with PMs, engineers, and data science teams in fast-paced, cross-functional environments.

### EXPERIENCE

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#### Lead Product Designer | SiteRx — Hybrid *Apr 2024 – Present*

- Led discovery-to-launch UX for a new LLM feature; cut average task completion time from 1 hour to 20 minutes within two quarters.
- Built and shipped a platform adopted by the business operations team, reducing friction and task completion time by around 45%.
- Partnered with product managers and stakeholders to run 4 A/B and interaction tests within 1 month, to increase user trust and buy-in via prototype built using Cursor.

#### Product Designer | NTT Data — Remote *Jan 2022 – Apr 2024*

- Redesigned and owned the UX for the checkout process to increase both lead conversions by 75% and monthly subscriptions by 12% respectively within 1 month.
- Conducted 12 moderated usability sessions and synthesized findings into a strategic approach to gain stakeholder buy in.
- Created interactive prototypes for stakeholder reviews that shortened executive sign-off time from 3 weeks to 5 days on average.

#### UX Designer | Big Human — Remote *Jun 2021 – Aug 2022*

- Worked within existing design systems and also created design libraries from scratch for mobile and desktop products.
- End-to-end product development working alongside project managers and engineers to bring the client ideas to life.
- Ran competitive audits and heuristic evaluations that informed UX/UI proposals.

#### Junior UX Designer | Freelance — New York, NY *May 2019 – Jun 2021*

- Designed web and mobile layouts using the client's brand while using original ideations.
- Collaborated directly with iOS, Android, and web developers to build products for mobile and desktop platforms.
- Created a variety of assets including custom illustrations, templates and other visual elements with adherence to quality, accessibility, and established design systems.

### SKILLS

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**Research & Strategy:** User interviews, usability testing, A/B testing, journey mapping, heuristic evaluation, accessibility (WCAG 2.1)

**Design:** Cursor, Figma Make, Figma, FigJam, Sketch, Photoshop, Illustrator, prototyping, design systems, interaction design, responsive/mobile-first design

**Collaboration:** Cross-functional partnership with PM/Eng/Data Science, design critique facilitation, stakeholder presentations

**Tools & Data:** Google Analytics, Amplitude, Maze, Miro

### EDUCATION

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**B.F.A in Visual Development** *May 2017*

*Academy of Art University*