Sheriff Jolaoso

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experience

Microsoft
SENIOR DESIGNER

DECEMBER 2021 - PRESENT

Designed feature access management and HR data import to support admins across Viva suite, enabling organizations worldwide to deploy the Viva suite abiding by GDPR and additional regulations

Extended the notification system for Viva Pulse, including in-chat & in-email response modules

Co-designed entry experiences to Viva Pulse from other product surfaces to broaden audience via contextual touchpoints within and outside of Viva suite supporting AI platform adoption (Copilot)

Developed design system & workflow for immediate Viva Pulse design team derived from organization-wide design system

Extended design system for Viva suite to include unified hero section designs for home pages

GoFundMe
PRODUCT DESIGNER

JANUARY 2020 - SEPTEMBER 2021

Designed functionality for charities to improve their workflow when creating fundraisers for multiple sub-organizations

Supported revamping of research insights hub and evangelized practices for user research in a remote working world

Redesigned user onboarding to accommodate quicker access to fundraising features for charities in need during COVID-19 pandemic

Redesigned fundraiser management experience to support retention and increase engagement with key functionality

Designed updates to facilitate broader withdrawal options for fundraisers in non-US territories

AppFolio
SR. SERVICE DESIGNER, SR. UX DESIGNER

JULY 2015 - JANUARY 2020

Developed proof of concept prototypes for usability testing and communication with software engineers, product managers, and designers across resident/commercial tenant (B2C) and property manager (B2B) products

Led insights gathering through customer visits, user interviewing, survey, and moderated & unmoderated usability testing

Facilitated customer journey mapping & service blueprinting activities to identify product improvement opportunities with cross-functional teams

Led design of online portal payment platform, facilitating approximately 4 million rent payments and counting

🏆 Awarded 2017 American Web Design Award for The Best in Web, Interactive + UX Design from Graphic Design USA for Online Portal design update

skills

- Prototyping and wireframing for usability testing and team communications (Figma, Axure)

- Design systems groundwork (inventory & auditing, classifying updates, distributing workload) & development (component & variant development, naming structures)

- Synthesis & alignment of customer needs and business goals via quantitative metrics and qualitative feedback

- User flow diagramming, information architecture diagramming, service blueprinting, & customer journey mapping

- User research, usability testing (moderated, unmoderated) Customer, non-customer and internal stakeholder surveying and interviewing

- Front-end web development experience for prototyping (HTML, CSS, Javascript)

- Experience using & managing analytics platforms (Pendo, New Relic, Qualtrics, Amplitude)

- Backlog management (Trello, Azure DevOps, JIRA)