Lulamile Mkhungela

Senior UX/UI Designer and Frontend Developer

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Connect: **LinkedIn** | **UX/UI Portfolio**

Senior UX/UI Designer and Full Stack Developer with over 7 years of experience leading end-to-end digital product design for enterprise clients. Recently certified in Full Stack Development through FNB App Academy (2025), combining advanced UX expertise with comprehensive technical development skills. Demonstrated expertise in transforming complex business requirements into intuitive, accessible user experiences that drive measurable business outcomes. Adept at managing cross-functional teams while delivering strategic design solutions across web applications, B2B platforms, and B2C products. Combines strong design leadership with technical implementation skills in Angular UI development and modern full-stack technologies. Successfully reduced user friction points by up to 16% and improved engagement metrics by maintaining a user-centered approach throughout the product lifecycle. Proficient in design systems architecture, advanced user research methodologies, API development, and emerging technologies including AI integration and immersive experiences. Committed to fostering transparent communication between stakeholders, development teams, and end users.

Core Competencies

- Strategic UX/UI Design Leadership
- Full Stack Development & API Architecture
- User-Centered Design Methodologies
- Advanced User Research & Testing
- Design Systems Architecture
- Cross-Platform Experience Design
- Product Strategy & Business Development
- Design Team Leadership & Mentoring
- Stakeholder Management
- Enterprise-Level UI Development
- Front-End & Backend Development
- AI Integration & Development
- Agile/Scrum Methodologies
- Data Visualization & Information Architecture
- Accessibility Standards (WCAG)

Technical Proficiencies

- Design Tools: Figma, Adobe XD, Photoshop, ProtoPie, JustInMind, InVision
- Development: Angular Framework, HTML5, CSS3, SCSS, JavaScript, API Development
- Collaboration: Miro, Jira, Azure DevOps, Git, GitLab, GitHub
- IDE & Tools: Android Studio, Visual Studio, Backend Development
- Analytics & Testing: Maze, Hotjar, Google Analytics, Tableau
- AI & Emerging Tech: AI in Development, Data Management and Analysis
- Business Strategy: App Strategies, Business Development, Marketing
- Prototyping: High-fidelity interactive prototypes, Wireframes
- Documentation: Design specifications, User flows, Personas

Experience

UluntuXD   August 2025 – Present

UX/UI Designer: Mentor

- Engage with students to guide them through the complete UX, UI, and CX design process — from research to final prototyping.
- Conduct interactive mentoring sessions focused on design thinking, user flows, wireframes, and usability testing.
- Provide hands-on feedback to help students refine their portfolios, case studies, and design execution.
- Support learners in understanding how to align user needs with business goals through practical, real-world projects.

iOCO, Consulting at Takeda   April 2025 – Present

UX/UI Designer Specialist & UI Developer Consultant

- Lead the strategic redesign of Takeda's SaaS dashboard and mobile app for healthcare platforms, focusing on developing intuitive interfaces that improve patient engagement and streamline provider workflows.

- Implement advanced usability research methodologies including eye-tracking studies, cognitive walkthroughs, and contextual inquiries to identify friction points in medication management applications.

- Develop accessible UI frameworks and reuse existing Highcharts components that meet WCAG 2.2 AA standards, ensuring inclusive design that accommodates users with diverse abilities and needs globally.

- Architect a comprehensive component library and design system that reduces inconsistencies and enables rapid deployment of features across multiple Takeda dashboards.

- Collaborate with cross-functional teams including clinical specialists, product managers, and developers to translate complex healthcare requirements into intuitive, compliant user interfaces.

~~iOCO, Consulting at Toyota~~   August 2023 – April 2025

~~Senior UX/UI Designer & UI Developer Consultant~~

- Led cross-functional design initiatives for Toyota's Kinto and Automark digital platforms, implementing data-driven UX improvements that increased user engagement by 28% and reduced support tickets by 22% within six months.

- Redesigned the Settings interface for the Alt Find platform after conducting user research and usability testing, reducing user confusion by 16% and improving navigation metrics by 5%.

- Established a structured UX research framework to identify design opportunities through analytics and qualitative insights, delivering actionable recommendations aligned with business goals.

- Developed the Toyota Remote App UI using Ionic and Angular, creating a consistent design system that streamlined development and reduced time-to-market by 30%.

- Directed the creation of localized marketing assets for Toyota's pan-African dealer network, ensuring brand consistency while adapting to regional and cultural contexts.

iOCO, Consulting at Sasol

March 2023 – August 2023

Lead UX/UI Designer & UI Developer Consultant

- Implemented lean design principles to revamp Sasol's enterprise dashboard ecosystem, transforming complex operational data into intuitive interfaces that enhanced decision-making efficiency by 40%.

- Designed and developed responsive Angular-based data visualization dashboards that enabled executives to track safety metrics, performance indicators, and compliance benchmarks with clarity.

- Facilitated stakeholder workshops to align business requirements with user needs, ensuring design decisions addressed both strategic and user pain points.

- Established UX standards and design guidelines adopted across multiple departmental projects, creating consistency throughout Sasol's digital ecosystem.

iOCO, Consulting at Vodacom

October 2021 – March 2023

Senior UX/UI Designer Consultant

- Managed design strategy and implementation for HR-IT digital initiatives, including the Engage employee app, Tobby AI chatbot, Vodacom Bursary platform, and enterprise design system enhancements.

- Conducted UX audits across internal systems, identifying redundancies and friction points affecting productivity and user satisfaction.

- Implemented a user-centered design approach combining journey mapping, contextual inquiry, and prototyping, achieving a 92% user acceptance rate during testing.

- Collaborated with the design authority team to establish standardized design patterns and governance processes that reduced inconsistencies by 65% and accelerated releases.

Addmoredigital

September 2021 – September 2022

Senior UX/UI Designer & Design Team Lead

- Directed end-to-end UX research for the Aziza project, uncovering critical insights through interviews, surveys, and competitive analysis that informed product strategy.

- Led and mentored a cross-functional team of developers and designers, establishing workflows that improved efficiency by 35%.

- Designed and developed the Pico educational platform, enabling underprivileged students to improve their academic scores and access tertiary education opportunities.

- Applied data-driven design methods including A/B testing and usability metrics, increasing engagement by 42% and course completion by 28%.

- Created design documentation and component libraries that accelerated development cycles while maintaining visual consistency.

~~Hypothetical Objective Systems~~   May 2020 – December 2021
~~Senior UX/UI Designer~~

- Redesigned an agritech management system into an intuitive dashboard interface, increasing user productivity by 47% and reducing onboarding time from weeks to days.

- Implemented scalable design architecture principles that supported 200% user growth without major UI restructuring.

- Conducted UX audits using Hotjar, heatmaps, and conversion funnels to identify critical drop-offs and optimization opportunities.

- Redesigned a major retail checkout flow, increasing transaction completion rates by 32% and average order value by 18%.

- Developed strategic brand assets aligning visual design with business goals, strengthening digital and print brand presence.

Education & Professional Development

UX/UI Design & Front-End Development (Coursera, Udemy, SoloLearn)   Apr 2017 – Present

Pursued ongoing professional development through advanced courses in UX/UI design methodologies and front-end technologies. Curriculum included advanced interaction design patterns, design systems architecture, responsive web development, modern JavaScript frameworks, and enterprise-level design tools including Figma and Adobe Creative Suite.

~~Certificate in Full Stack Development - FNB App Academy~~   ~~May 2025 – Jul 2025~~

32 Credits | Certificate Number: AOTYAA072025

Course Modules Completed: App Strategies • GitHub and Collaboration • Build an App with HTML (The SDLC) • Principles of UX Design + Basic Layouts + Transitions • Design Thinking • APIs + Data Input + Processing • User Centric App Development • Data Management and Analysis • Business Development • Backend Development Intro • Backend Development (Build an API) • AI in Development • Business Funding • Marketing your App Business

Completed comprehensive full-stack development certification covering modern web technologies, user experience design principles, business strategy, and emerging AI technologies. Gained hands-on experience in end-to-end application development from conceptualization to deployment.

~~Advanced App Development & UX Design Certification - MTN Business App Academy~~   ~~Sep 2021 – Dec 2021~~

Course Modules Completed: Intensive training in enterprise-level UX/UI design methodologies and cross-platform application development. Developed a fully functional cross-platform application incorporating modern design principles.

UX/UI Design Fundamentals - Joburg Center For Software Engineering @Wits

Jan 2017 – Mar 2017

Course Modules Completed: Foundational training in user-centered design principles and methodologies. Curriculum included information architecture, interaction design patterns, wireframing, prototyping, and usability testing. Applied knowledge through practical projects.

Vaal Reefs Technical High School

Apr 2008 – Dec 2011

Completed secondary education with a focus on STEM subjects including Mathematics, Physical Sciences, and Economics. Additional coursework included IsiXhosa, English, Life Orientation, and Accounting.

References Available Upon Request