

MOHAPI POLO

SENIOR PRODUCT DESIGNER

Johannesburg, South Africa | +27 83 725 8502 | mohapipolo@gmail.com
Portfolio: figma.fun/N9cia3 | LinkedIn: linkedin.com/in/mohapi-polo-144919148

SUMMARY

Senior Product Designer with 5+ years designing digital experiences for financial services across African markets, including work with MTN MoMo and OM Bank. Skilled at turning complex, regulated banking and fintech requirements into intuitive, scalable interfaces, backed by a track record that includes a 74% onboarding conversion rate and solutions delivered to 30+ clients as co-founder of a UX design firm. Combines strong UX fundamentals with design leadership: built and runs a cross-squad Design Guild for 15+ designers, and has mentored juniors into designers capable of standing on their own. Comfortable moving between hands-on interface design, research, stakeholder management, and building the systems and communities that help design teams do better work.

SKILLS

UX Design	Design Thinking	Design Ops	Stakeholder Management	Figma
Presenting	Experience Design	Mentorship	Usability Testing	Guild & Community Building

EXPERIENCE

Senior Product Designer · Human Insights Africa

Contracted to MTN MoMo

Johannesburg | 11/2025 - Current

- Manage end-to-end design of digital financial services across multiple African operating countries, applying strong UX and user-centred design principles.
- Design and evolve both core platform features and market-specific customisations to meet regional, regulatory, and user needs.
- Analyse existing user flows to identify friction points and opportunities for improvement, informed by user feedback and usability insights (e.g. redesigning the bundle purchase flow by assessing screen priority and information architecture to better meet customer expectations).
- Collaborate closely with product managers, engineers, business stakeholders, and regional teams to translate complex requirements into intuitive experiences.
- Manage and execute the full design process from discovery and ideation through validation and delivery.
- Balance platform consistency with localisation, ensuring scalable yet culturally relevant solutions across different African markets.
- Contribute to the development and activities of the research team.
- Lead the Design Guild, a cross-squad community for 15+ designers spanning five squads (Consumer, Agent, Business, Design System, and Mini Apps), which I was tasked with building and launching.
- Built the guild strategy, brand identity, and monthly programming from the ground up, including a Squad Champion network, knowledge-sharing sessions, and a "Grow, Show, Move, Vibe" pillar framework to boost visibility, collaboration, and morale across the design org.

Intermediate UI Designer · OM Bank

Sandton | 12/2023 - 12/2025

Served as an Intermediate UI Designer tasked with creating the digital user experience across multiple banking products. Collaborating closely with product managers, developers, researchers and BA's, played a pivotal role in translating business requirements and user needs into intuitive and visually compelling user interfaces.

Responsibilities included designing and optimizing interfaces for 4-5 bank products, conducting user research, and usability testing to gather insights for iterative design improvements. Proficiently used design tools such as Figma to create wireframes, prototypes, and interactive mock-ups, ensuring consistency and alignment with brand guidelines.

ACHIEVEMENTS

- Managed and delivered on various bank products.
- Conducted user tests and implemented feedback into designs.
- Mentored juniors until they were capable of handling entire products alone.
- Achieved a 74% conversion rate with the onboarding experience.

Co-Founder & UI/UX Designer · Digital Resolve

Sandton | 03/2021 - 12/2023

Co-Founder

Started and led a small UX design firm. Role included acquiring new clients, managing stakeholder expectations, managing company finances, and mentoring and managing a design team to deliver assets and solutions to clients across different industries.

ACHIEVEMENTS

- Acquired strategic partnerships.
- Managed the growth of the company and team.
- Delivered solutions to over 30+ clients ranging from small enterprises to large corporates.
- Company was nominated for the Top 25 YOBA Awards.
- Acquired multiple clients for the company to facilitate growth.

UI/UX Designer

- Crafted intuitive digital experiences across mobile applications, websites, and financial dashboards.
- Led the design process from concept to execution, collaborating closely with development teams and stakeholders to align with user-centric principles and business objectives.
- Conducted extensive user research and usability testing to iteratively refine interfaces for optimal usability and engagement.
- Played a pivotal role in client engagements, translating requirements into design solutions that enhanced user satisfaction and achieved strategic goals.

ACHIEVEMENTS

- Designed the dashboard interface for a product belonging to the largest screening and vetting company in South Africa.
- Developed multiple design systems and user interfaces for a leading business in enterprise information, business intelligence, and analytics.

Product Designer · Solemate

Concurrent with Digital Resolve

Sandton | 10/2022 - 10/2023

Product design in collaboration with co-founders to create a sneaker reseller platform and inventory management platform.

ACHIEVEMENTS

- Launched a physical pop-up store coupled with a low-code e-commerce store and online webstore.
- Generated over R100,000 in GMV.
- Beta-launched an inventory management platform built using low-code tools.

Freelance UX/UI Designer ·

Johannesburg | 01/2020 - 01/2021

Provided independent UX/UI design services to early-stage clients, covering wireframes, prototypes, and interface design across small-scale digital products.

EDUCATION

Bachelor of Arts, Digital Design · Vega School JHB

Johannesburg | 2018 - 2020

ACHIEVEMENTS

- IAB Black Pixel: Best Digital Student
- Silver Creative Conscious Award
- Pixel Perfectionist Award: Onboarding Team Award (OM Bank)
- Silver Pendoring Award
- Loeries Portfolio Bootcamp: Top Creative across Africa and the Middle East

CERTIFICATIONS AND LICENSES

- Digital Product Management: Modern Fundamentals, University of Virginia
- UX DesignOps: Overview (LinkedIn)
- Mobile UX Strategy: How to Build Successful Products (IxDF)
- Google Analytics Certification
- Service Design: How to Design Integrated Service Experiences (IxDF)
- Certificate for ALX AiCE: AI Career Essentials (ALX Africa)

REFERENCES

Available upon request.