

Stephanie Oparaku

PRODUCT DESIGNER

stephanieoparaku.com stephanieoparaku@gmail.com [LinkedIn](#)

EXPERIENCE

FCMB GROUP- UK & NG Markets

Snr. Product Designer • Oct 2024 – Present

- Built our new design system from the ground up, now used across all digital products
- Led the revamp of the Corporate Internet Banking platform serving customers in Nigeria and the UK, improving usability and modernising the experience end-to-end
- Designed the Collections product suite, including physical and virtual terminals, streamlining payment acceptance for business customers

Nestcoin – Onboard

Lead Product Designer, Onboard • Dec 2021 – Apr 2023

- Improved and evolved the design of Onboard Exchange, a P2P crypto-fiat trading platform, refining the buy/sell flows and merchant matching experience across web and mobile
- Designed key features, including the escrow-based trading experience and multi-currency swap interface supporting 13+ currencies across African, Asian, and European markets
- Tested with real users alongside the research team, reducing reported issues by 20%

Binance – Bundle

Product Designer • Jun 2021 – Dec 2021

- Used research and usability testing to identify drop-off points on the Bundle app, and then redesigned those flows — resulting in a 27% boost in engagement and 30% reduction in churn
- Created personalised onboarding paths for different user types rather than a one-size-fits-all approach
- Simplified the Cashlink peer-to-peer transfer experience, making sending and receiving money more intuitive

Venture Garden Group

Product Designer • Jan 2020 – May 2021

- Designed EBIPS, streamlining billing and invoicing across Nigeria's aviation sector – cut processing time by 30% across all 22 airports and improved billing accuracy by 25%
- Created TRIPS NG, an API-based solution for airlines and travel partners, helping grow partner integrations by 40%

SKILLS

Research & Insights

User Research • Usability Testing • Stakeholder Interviews • Competitive Analysis • A/B Testing

Strategy & Product

Product Strategy • Design Thinking • Information Architecture • User Flows • UX Mapping

Design & Craft

UI Design • Interaction Design • Visual Design • Prototyping • Wireframing • Design System • Responsive Design

Collaboration & Delivery

Cross-functional Leadership • Design Critiques • Developer Handoff • Stakeholder Management • Design Documentation

Tools

Figma • Sketch • Useberry • Jira • Confluence • Notion

EDUCATION

Central University, Ghana

BSc Economics

CERTIFICATIONS

UX Research & Design Specialisation

University of Michigan, 2021

Enterprise Design Thinking Practitioner

IBM, 2020

- Reduced ticketing errors by 25%, improving customer satisfaction and retention
- Built a design system that achieved 98% engineering adoption, ensuring product consistency