

Blessing Namara

UI/UX Designer & Customer Experience Specialist

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PROFILE

UI/UX designer with a customer-experience background and hands-on work turning product ideas into clear user flows, interface concepts, and interactive prototypes. Recent design work includes Younger, a privacy-first personal timeline and digital-memory product, and product concepts for UseBelha. Brings more than three years of customer-facing experience across fintech, e-commerce, digital services, and telecommunications, with a practical understanding of user needs, support friction, and clear communication.

CORE EXPERTISE

Product design: problem framing, user flows, information architecture, wireframes, responsive interface design.

User experience: usability thinking, UX writing, accessibility awareness, and customer-journey insight.

Prototyping: interactive mobile and web prototypes, interaction states, navigation, and design iteration.

Tools: Claude Design, HTML/CSS prototyping, collaborative documentation, and customer-support platforms.

SELECTED DESIGN WORK

Younger — Product Designer Privacy-first mobile product concept and interactive prototype - Designed a mobile experience that helps people revisit personal moments through day, week, month, and year timelines. - Mapped navigation and interaction states across biometric entry, search, timeline views, profile, settings, wardrobe, and backup controls. - Made privacy understandable in the interface through on-device processing, encryption, permissions, and user-controlled backup language. - Built a testable prototype with reusable visual patterns, responsive states, and clear paths between the product's core tasks.	2026
UseBelha — UI/UX Design Project AI-powered customer automation product - Explored interface concepts for making AI-assisted customer operations easier to understand and use. - Translated product requirements into structured screens, content hierarchy, and interaction ideas for web experiences. - Worked within an evolving product context, documenting assumptions and refining designs as requirements became clearer.	2026

PROFESSIONAL EXPERIENCE

Customer Service Agent Snap Finance — Remote Financial technology, US market - Support customers with financial-service inquiries, payment questions, and sensitive account issues. - Turn complex policies and processes into clear next steps while maintaining privacy and professional standards. - Identify recurring friction in customer journeys and use empathetic communication to resolve issues effectively.	Oct 2024 – Present
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Customer Service Representative | iSON Xperiences

Apr 2023 – Present

- Deliver multi-channel customer support across client accounts and changing service requirements.
- Balance speed, accuracy, and tone while documenting issues and coordinating with wider teams.

Certified Shopper Agent | Instacart — Remote

Jan 2024 – Oct 2024

- Managed real-time customer requests, substitutions, special instructions, and delivery coordination.
- Resolved time-sensitive problems while keeping customers informed throughout the journey.

Customer Success Agent | Shutterfly — Remote

Nov 2023 – Dec 2023

- Supported customers using photo and print services, including product questions and technical troubleshooting.

Call Center Agent | MTN Telecommunications

Jan 2023 – Aug 2023

- Handled high-volume billing, product, service, and technical-support conversations.
- Diagnosed issues, explained solutions clearly, and escalated cases when needed.

EDUCATION

BSc Environmental Chemistry | University of Rwanda

Expected 2026

College of Science and Technology · Coursework includes data analysis, research methodology, statistics, and scientific problem solving.

A-Levels: Mathematics, Biology & Chemistry | FAWE Girls' School

2021

LANGUAGES

Kinyarwanda: Native · **English:** Professional working proficiency

Portfolio projects include clearly identified concept work. References are available on request.