

OTIMENBHO (OTI) EBOIGBE

Senior Product / UX Designer

Houston, TX | (717) 919-7361 | otimenbhoebogbe@gmail.com | [linkedin.com/in/oti-eboigbe](https://www.linkedin.com/in/oti-eboigbe) | oe-designs.com

PROFILE

Senior UX/Product Designer with 5+ years designing complex enterprise cloud products at IBM. Proven track record leading end-to-end design for security-sensitive, data-heavy workflows including private network connectivity, cloud object storage, and firewall monitoring, serving institutional users at scale. Known for translating deeply technical constraints into intuitive experiences, contributing reusable components to design systems, and driving measurable improvements through rigorous research and iterative testing. Currently deepening AI-assisted design workflows. Looking to bring enterprise design depth to a high-impact product team.

EXPERIENCE

Senior Product / UX Designer — Cloud & Platform — IBM

Jan 2021 – Jan 2025

Led design across IBM's cloud infrastructure portfolio, owning complex, security-sensitive products used by enterprise clients worldwide.

- Designed IBM Private Path Services end-to-end as design lead — a secure private network connectivity product built on IBM's Network Load Balancer and VPE Gateways. Reduced a 20+ step load balancer setup to 4 pre-populated steps, cutting task completion time 60% (8m52s → 3m30s). 100% of usability test participants completed provider setup without error; achieved 4.1/5 overall experience rating at beta launch.
- Proposed and designed a net-new automation policies feature allowing providers to auto-approve or deny connection requests at enterprise scale, driving confidence scores from 61 to 82/100 across three rounds of iterative testing. Approve/deny action achieved a perfect 100 ease-of-use score.
- Identified and designed the IBM Cloud Object Storage Browser, a reusable in-context storage component, while redesigning IBM Cloud Data Engine. Led from discovery through integration into IBM's Carbon Design System with 4 variants (modal, side panel, tearsheet, inline), full usage guidelines, and a validation framework handed off to adopting product teams.
- Designed firewall logging and monitoring experiences, reducing incident response time by 50% and supporting 500+ active cloud users.
- Improved task completion rates by 12% across core platform features through user research, usability testing, and iterative design.
- Partnered with product managers, engineers, and network architects to translate highly technical constraints (security, compliance, permissioning) into clear, usable experiences for professional and non-technical users alike.
- Led competitive analysis against AWS PrivateLink and Azure Private Link, surfacing critical UX gaps in multi-tab workflows and manual approval processes, directly informing automation and workflow-consolidation features that differentiated IBM's offering.

Independent UX Consulting & Portfolio Development — Self-Directed

Jan 2025 – Present

- Providing independent UX consulting while rebuilding portfolio case studies to mid-senior standard and deepening AI-assisted design workflows, including applying AI tools (Claude) directly to research synthesis.

Product / UX Designer — ZipLunch (B2B Restaurant Admin Portal, Freelance) — Independent

Mar 2020 – Aug 2020

- Led 0→1 UX design for a B2B restaurant admin portal, owning research, product direction, and end-to-end design from discovery through client handoff. Conducted 6 user interviews after independently sourcing participants when the client's recruits failed to show.
- Designed four core workflows — onboarding, order management, menu management, and schedule management — achieving 87.5% onboarding approval and 85% general flow approval in usability testing across 9 participants with food industry experience.
- Identified a critical misalignment between client requirements and user expectations around delivery ownership; presented data-backed findings to ZipLunch leadership and proposed 3 alternative delivery tracking models, advocating for a solution that protected both restaurant owner trust and ZipLunch's operational goals.

SKILLS

Design: End-to-end UX/UI, interaction design, information architecture, user flows, wireframing, prototyping, usability testing, accessibility (WCAG)

Research: User interviews, usability testing, A/B testing, journey mapping, competitive analysis, qualitative & quantitative synthesis

AI & Emerging Workflow: AI-assisted design workflows, AI-assisted research synthesis, human-AI interaction awareness

Systems: Design system contribution & documentation (IBM Carbon), component variant specs, tokens, cross-product consistency standards

Collaboration: Agile workflows, cross-functional leadership, stakeholder presentations, design reviews, working with engineers & PMs, B2B / Enterprise SaaS

Tools: Figma, Sketch, Adobe Creative Suite, FigJam, Miro, Mural, Maze, UserTesting, Amplitude, Airtable, GitHub, Jira, Confluence, Notion, Loom

Technical: Working knowledge of HTML, CSS, JavaScript

EDUCATION

B.S. in Business Finance, minor in International Business	— Penn State University, Smeal College of Business	<i>2014 – 2018</i>
Certificate in UX Design	— Flatiron School	<i>2020</i>