

Kristin Adeoti

Product Designer

Tallinn, Estonia | kristin.adeoti@yahoo.com | +372 5361 3396 | www.nomadesign.xyz | www.linkedin.com/in/kristinadeoti

Professional Summary

Product Designer leveraging 6+ years of front-line customer experience to identify and resolve product friction and design failures. Expert in Figma, modern frontend workflows, and AI acceleration tools, amongst others. Combines observational empathy with rapid execution to deliver high-converting user flows, scalable design tokens, and responsive systems that drive business growth.

Skills & Competencies

- **Product & Interaction Design:** User Research, Information Architecture, User Flows, Journey Mapping, Wireframing, Interactive Prototyping, Usability Testing, Edge-Case Mapping.
- **Design Systems & UI Design:** System Architecture, Adaptive Token Systems, Multi-Device Responsive Layouts, Micro-Interactions, WCAG Accessibility.
- **Technical & Modern Workflows:** Figma, Framer, Cursor, v0, Jira, Git/GitHub, Vercel Deployment, etc.

Employment History

Customer Assurance Analyst

05/2025 – Present

Velos IoT (Tallinn, Estonia)

- Partnered cross-functionally with Product, Engineering, and Billing to resolve complex, escalated issues and advocate for user-centred platform improvements.
- Diagnosed inbound customer tickets to isolate systemic product friction, translating complex user edge cases into clear problem statements for product updates.
- Mitigated user-facing platform issues through proactive dashboard monitoring and incident reporting, preventing widespread support escalations and user drop-off.
- Drove a 20% reduction in repeat incidents by leading quality-focused workflow reviews and implementing targeted process improvements.

UX Designer

11/2025 – 02/2026

Doyenify(Remote)

- Conducted competitive UX audits of the company's HR platform against market leaders to pinpoint workflow bottlenecks and product gaps.
- Turned user research into clear user journeys and archetypes to guide engineering and product strategy.
- Designed responsive layouts and user flows for core platform features, translating vague project goals into clean visual specs.
- Built interactive prototypes to present layout options to teams and stakeholders, helping decide which features to build next.

Service Delivery & Support Analyst

12/2022 – 04/2025

Velos IoT (Tallinn, Estonia)

- Analyzed recurring support ticket trends to uncover systemic user friction, translating customer pain points into clear feature enhancement requests for QA and Product teams.
- Conducted root-cause investigations on platform failures and user edge cases, creating clear documentation that reduced onboarding friction.
- Led product training sessions for new hires and internal stakeholders to ensure seamless adoption of new feature releases and interface updates.

Customer Service Representative

12/2020 – 07/2022

Procept Africa (Lagos, Estonia)

- Managed daily user interactions across multiple channels, mapping common failure points and surfacing structured qualitative feedback to respective teams
- Investigated high-priority customer complaints and escalated edge cases, partnering directly with Product, Engineering, and Billing teams to ensure accurate resolution.

Customer Support Specialist

02/2018 – 11/2020

GWX Limited (Lagos, Nigeria)

- Tracked and resolved high-volume shipping and account inquiries, coordinating directly with dispatch and operations teams to clear delivery bottlenecks.
- Investigated complex cargo and billing discrepancies, collaborating with internal teams and external vendors to swiftly resolve escalated complaints.

Education

- **M.A. in International Relations** (Cum Laude, CGPA: 4.86 / 5.00) — Tallinn University, Estonia
- **B.A. in International Relations** (Second-Class Upper, CGPA: 3.98 / 5.00) — University of Benin, Nigeria

Certifications & Continuous Learning

- Google UX Design Professional Certificate — Google
- UI/UX Design Certification — Doyenify
- Agile Project Management — Procept
- Jira Methodologies — Atlassian