



PROFESSIONAL SUMMARY

A thought leader aiming to impact and influence Africa by creating environments concerned with social impact. Particularly interested in creating sustainable solutions with a human-centred approach to problem-solving. A generalist with a wealth of experience in design and leadership. Thrives in team environments in which success is driven by cohesion.



EDUCATION

Grow with Google

Google UX Design Professional Certificate
(Completed 6 of 7 courses) || **Nov 2025**

Acumen Academy

Designing for Environmental Sustainability and Social Impact || **May 2023**

University of Cape Town, South Africa

Master of Laws specialising in International Taxation || **Dec 2019**

University of Cape Town - Hasso Plattner School of Design Thinking (UCT d-school), South Africa

Design Thinking Coach Certificate || **2018**
Foundation Course in Design Thinking || **2016**

University of the Free-State, South Africa

B. Com Honours majoring in Taxation ||
Top 15% academic achiever: Golden Key International Honour Society Award || **Dec 2015**

Lesotho Institute of Accountants, Lesotho

General Accounting & Technician Accounting || **Jun 2013**



SKILLS AND PROFICIENCY

Design

- Contextual Research
- Empathy Maps
- Journey Maps
- Usability Testing
- Affinity Diagrams
- Typography
- Visual Design
- Responsive Design
- Storyboarding
- Wireframing
- Rapid Prototyping

Software

- Figma
- Miro
- Mural
- InVision

Other

- Facilitation
- Leadership
- Critical thinking
- Problem Solving

Methodologies

- Design Thinking
- Systems Thinking
- Behavioural Design
- User Experience Design



HOBBIES AND INTERESTS

In my spare time, I enjoy spending time in nature, hiking, swimming, biking and running. My love to travel perfectly coincides with my passion to photograph landscapes.



WORK EXPERIENCE

Freelance, Human-Centred Design (HCD) Consultant

• **South Africa** || **Apr 2023 - Present**

Help organisations solve their most pressing complex challenges using Human-Centred Design (HCD) and Innovation tools and methods. Below are selected projects I have worked on. The first three are still in progress and the rest are complete:

- **Circle Innovation:** Support 20 young South African entrepreneurs participating in the British Council's Africa Social Impact Leadership Accelerator (ASILA), by coaching them in Human-Centred Design, ensuring their innovations are desirable for the people they serve, as well as feasible and viable. (**Current contract**)
- **Hasso Plattner d-school Afrika:** Training, capacitating and empowering individuals from diverse backgrounds to develop intuitive, human-centred approaches to finding relevant and responsive solutions to complex challenges in a constantly changing world. (**Current contract**)
- **Proportion Global:** Conduct design research, facilitate co-creation workshops, prototype solutions and train partners to create scalable, culturally grounded, people-centred innovations in local context. (**Current contract**)
- **Allan & Gill Gray Philanthropy:** Built capacity among educators from institutes of higher learning (universities, TVET colleges, and other tertiary institutions) to create entrepreneurial learning environments in their institutions through the Inspire programme of Allan & Gill Gray Philanthropy.
- **Nedbank Sustainability:** Supported the Sustainability Division at Nedbank South Africa in identifying innovative ways to embed sustainability across various business units and support the implementation of sustainability initiatives.
- **African Climate & Development Initiative (ACDI):** Led a team of delegates to leverage nature-based solutions for climate resilience in informal settlements and peri-urban areas in Durban.
- **African Union (AU):** Led a team of media fellows from all over the African continent to explore how they might inspire African youth to take action on climate change where daily decisions seem distant to exacerbating environmental conditions.
- **Telkom SA:** Led Telkom design team in redesigning the service take up and customer retention experience for the sales staff.

- **One Art Design studio:** Designed a mobile sales app for the Art studio.

CorpsAfrica, Human-Centred Design Training Officer

• **South Africa** || **Sep 2024 - Jun 2025**

- Designed and delivered Volunteer Training Programme with a particular focus on Human Centred Design (HCD), Community Led-Development (CLD), and Asset Based Community Development (ABCD),
- Provided targeted coaching of Volunteers on specific HCD tools that could be used at the particular stage that the community is at in the identification and design of their project,
- Developed HCD tools in order to meet the specific needs of Rural Sub-saharan Africa communities and Volunteer projects,
- Facilitated HCD, CLD, and ABCD trainings for community counterparts who were the primary contacts of Volunteers and represented their respective Communities in trainings,
- Developed a list of recommendations for the content and delivery of trainings for Volunteers, staff, and communities or Project Committees based on learnings from direct support of Volunteers,
- Formed part of the Project Review Committee that helped Volunteers and Community Counterparts shape and refine Community Project Ideas.

 WORK EXPERIENCE**Common Thread, Human-Centred Designer**

📍 New Jersey, USA (Remote Contract) ||

Apr 2022 – Mar 2023

- Co-designed the Experience Design Library and developed Human Centred Design (HCD) digital tools on Miro and Notion to be used in company projects,
- Co-led Behavioural Design workshops and engaged with government agencies, key partners and other key stakeholders,
- Developed research plans and tools to engaged with communities in Ghana & Kenya,
- Conducted both primary and secondary user research in public health,
- Analysed and reported on key insights from user research, including identifying patterns and insights that informed ideation and prototype development,
- Connected the dots between primary user research, evidence from secondary research and expert interviews to generate innovative ideas,
- Created prototypes and designed testing guides to be used by on the ground partners to do rapid testing and trained them on how to use them,
- Synthesised testing feedback and generated insights to inform iteration of prototypes.

Hasso Plattner School of Design Thinking at the University of Cape Town - (UCT d-school), Design Thinking Programme Lead & Coach

📍 Cape Town, South Africa || Jan 2017 – Mar 2022

- Conceptualised, designed, developed and implemented experiential learning Human Centred Design programmes ranging in length (short-term and long-term),
- Used online collaboration platforms such as Miro, Mural, Zoom, etc for synchronous learning,
- Facilitated Human Centred Design programmes for teams from multi-disciplinary backgrounds on: Collaborative empathy, reflective practice as a continuous learning process, abductive reasoning for creative problem solving, design thinking tools, and multi stakeholder dynamics,
- Capacitated corporate leaders to incorporate Human Centred Design approach to innovation within organisations,
- Selected Human Centred Design methods and frameworks and used them skilfully to lead the teams,
- Engaged in reflective practices as a learning tool and gave constructive feedback to Design Thinking teams.

Growing Nations, Project Manager

📍 Mohale's Hoek, Lesotho || Jan 2011 - Dec 2013

- Managed food security projects,
- Liaised with international development agencies representatives from FAO, ICRC, World Vision, and CARE on National Conversation Agriculture Task Force to promote conservation agriculture,
- Engaged with farmers in the rural areas in Lesotho to understand their challenges,
- Trained farmers in Conservation Agriculture,
- Visited farmers in their communities to observe progress in their fields and offered advice,

- Managed the demonstration farm where trials comparing Conservation agriculture vs conventional farming were taking place and showcased results,
- Collected data from Bowen Ratio instruments set up on both the conservation agriculture and conventional farming fields,
- Prepared interim and year-end reports to donors, both local and international,
- Involved in the planning, budgeting and proposal writing processes,
- Coordinated short-term Volunteers, cross-cultural & Mission groups from the United States, Canada and South Africa as well as visiting groups that came for Sustainable Agriculture trainings,
- Coordinated the International Volunteer Exchange Programs,



VOLUNTEER EXPERIENCE

Mennonite Central Committee, Non-profit Retail Assistant

📍 Harrisonburg, Virginia, USA || Aug 2009 - Jul 2010

Worked at Gift & Thrift in Harrisonburg, Virginia, United States as a Retail Assistant through the Mennonite Central Committee's (MCC) International Volunteer Exchange Program (IVEP).

Habitat for Humanity, Volunteer

📍 Harrisonburg, Virginia, USA || Oct 2009

Helped to build a house for the marginalised low-income family.

Mennonite Disaster Service, Volunteer

📍 San Diego, California, USA || Jan 2010

Assisted in rebuilding the houses that were destroyed by fire in Ramona.



CERTIFICATIONS

Statistical Package for Social Sciences (SPSS), University of the Free State,

📍 Bloemfontein, South Africa

Received SPSS training with the focus on the description, exploration and interpretation of quantitative research data || Nov 2014

Project Management, University of the Free State,

📍 Bloemfontein, South Africa

Received Project Management training with focus on principles of Project Management and practical training on use of Microsoft Project 2013 || Sep 2014

Measurement / Monitoring & Evaluation (M&E), Canadian Foodgrains Bank (CFGB),

📍 Harare, Zimbabwe

Received Measurement training which focused on Monitoring & Evaluation of the project and writing project proposals. || Nov 2012

Conservation Agriculture,

📍 Mutare, Zimbabwe,

Received training in Conservation Agriculture (CA), which entailed three CA principles, Management Keys, exit strategy when dealing with projects, Proposal writing – Training of Trainers || Oct 2012