

Elijah Tolulope Ayomide

Lead UX Designer · Product Design and Digital Banking

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SUMMARY

UX designer with 3+ years in digital banking at First City Monument Bank (FCMB), progressing from customer support to lead UX designer. I translate customer needs and business requirements into user journeys, interfaces and reusable design patterns. Work includes the points-based rewards system live on the FCMB mobile app, savings journeys, trading account activation and account tier upgrades, delivered in close collaboration with product and engineering teams.

DESIGN SKILLS

UX and product design · user flows, journey mapping, wireframing, high-fidelity interface design, interactive prototyping, UX writing, usability testing

Research and delivery · customer feedback analysis, competitive UX analysis, A/B testing, design systems, pattern libraries, stakeholder collaboration, design handoff

EXPERIENCE

First City Monument Bank (FCMB) · Lagos · *Lead UX Designer* Jun 2023 – Present

- Progressed from customer support specialist (Jun 2023) to user interface designer (Sept 2023), senior UI/UX engineer (Sept 2025) and lead UX designer (Jan 2026).
- Lead UX design for digital banking journeys, translating customer feedback and business requirements into user flows and interface solutions.
- Align design decisions with product and engineering teams, review design work and mentor junior designers to support consistent delivery.
- Develop reusable patterns and contribute to the design system to keep interfaces consistent and easy to implement.
- Evaluate usability and iterate on customer-facing journeys using customer feedback and product requirements.
- In customer support, resolved inquiries on account management, transactions and digital banking requests, building first-hand knowledge of customer pain points.

SELECTED DESIGN PROJECTS

Points-Based Rewards System · *Live on FCMB Mobile App*

- Contributed UX/UI design to the rewards system, helping customers understand their points and navigate the rewards experience.

Target Savings · *Savings plan journeys*

- Designed journeys for plan creation, recurring contributions, duration selection, resuming a plan and savings history, clarifying schedules and plan status.

CSL Trading Account Activation · *Digital banking*

- Designed activation flows covering data shared with CSL, explicit consent, read-only prefilled details, additional information capture and activation confirmation.

Account Tier Upgrade Review · *Competitive UX analysis*

- Compared tier upgrade journeys across FCMB, Wema, Moniepoint, OPay and PalmPay, and organised the steps and screens into a stakeholder summary to drive journey improvements.

EDUCATION

Caleb University · *B.Sc. Computer Science* 2019 – 2023

LANGUAGES

English and Yoruba (native) · Sign language (proficient)