

WENSESLAUS RAPHAEL MWITA

Phone: (+255) 755461333 | Email : wenseslausraphael@gmail.com | LinkedIn: [Link Here](#) | Portfolio: wenseslaus.xyz

I'm a strategic user-centered designer who blends creativity and problem solving to solve enterprise clients. Over the past 6+ years, I've led end-to-end diagnosis-to-delivery engagements on data-intensive B2B SaaS, healthcare, and AI-powered products with a proven track record turning messy and incomplete information/processes/steps into clear decisions and systems that hold up under real business constraints. My strength lies in ambiguity: where structure is unclear, I bring order and clarity while meeting both business and stakeholder needs. I'm also a collaborative team leader, skilled at translating high-level strategy into sequenced, adaptive action plans and aligning stakeholders across institutions around a shared outcome. Whether I'm brought in as a researcher, a problem solver, or the person who takes a concept to a working prototype, I always aim to create outputs/solutions that are both functional and meaningful.

WORK EXPERIENCE

Independent Product Design Consultant June 2019 - Now
Freelance (Upwork) Tanzania, Remote

- **End-to-End Design Leadership:** Creating digital solutions by partnering with global teams to solve complex business problems in creative, simple, and intuitive ways. From initial brainstorming and user research to the final build, I make sure design decisions are clear, collaborative, and always focused on the user while also giving value to the business.

Lead Product Designer June 2020 – June 2025
Hence Technologies (B2B SaaS) Kigali, Rwanda (Remote)

- I diagnosed why their in-house legal team had no reliable way to track thousands of active matters, interviewing legal ops stakeholders to map the real workflow, then designing and prototyping a legal matter management platform inside a live competitive evaluation. Design quality was cited as a factor in winning the deal: **\$1M+ in new revenue**, delivered in under **3 months**.
- Led the prototyping of an AI-assisted lawyer selection tool for Zurich Insurance in 6 weeks. I found that the real adoption blocker wasn't model accuracy (reached 85%) but trust, legal assistants wouldn't act on a ranked list from a system they didn't understand. So I redesigned the tool around transparency and a human override path. Through this, Hence won a **\$100K global innovation championship** and AI model improvement reached **85%**.
- Lead the design and delivered customer demos of high quality SaaS product (matter management tool) for one of the biggest Real Estate management and investments companies; converting test users into long-term paying clients with over **30+ enrolled users** at launch.
- I ran a survey to understand why equipment and service requests kept losing critical details across their hospital network, everything arrived by phone or email with no structure behind it. I designed a structured intake system and an analytics dashboard that also ingested their legacy email/voice request data (**10GB+ per user**), so operations leadership didn't lose visibility during the transition to the new system.
- Led user research and design strategy for a workload-visibility tool for 40+ operations staff. The first version was read by staff as surveillance, not support, and adoption was at risk before launch. I went back to direct interviews with the affected staff, reframed and rebuilt it as a fairness and planning tool, and involved them in the redesign. **User logins tripled after launch**.
- Used AI tools and public sources to maintain Hence's design system and brand identity across products, while collaborating with a senior design consultant to revamp design processes—enhancing consistency, reducing design-dev friction, and reducing **turnaround time by hours instead of days**.

Hence Global (Geopolitical Startup)

- Using Palantir Foundry software and Figma design software, I was able to ideate solutions and create quick demos that reduced the number of iterations and saved engineers time by **hours instead of days**.
- Responsible for prototype end to end workflows of an AI platform to give actionable insights tailored to each role in your organization, to political, regulations, and unexpected fluctuations of businesses around the world which resulted in over **100 sign-ups in the first 12 weeks**.

LEADERSHIP AND CERTIFICATION

- Lead product designer responsible for overall design work and operation.
- Organized and delivered HDC workshops in partnership with Open Knowledge that introduced 8 students into product design with two landing a web design job.

EDUCATION

BCs, Computer Science - GPA: 4.02/5.00
The African Leadership University (ALU) Kigali, Rwanda
Relevant Coursework: Human-Computer Interaction, Programming, Database Management, Discrete Mathematics, Data, and Decisions, Communicating for Impact, Project Management, and Entrepreneurial Leadership

SKILLS & INTERESTS

- **Language:** English (*Native*), Kiswahili (*Native*)
- **Skills:** Root-Cause Diagnosis & Stakeholder Interviewing, Decision-Ready Analysis & Memo Writing, Adaptive Planning Under Incomplete Information, Cross-Functional & Cross-Institution Coordination, Client/Stakeholder Relationship Management, Problem-Solving, Communication & Presentation. Tools: Palantir Foundry.
- **Tools:** Figma, Google Workspace, Microsoft Office Suite, Magic Pattern, Stitch AI, Adobe Creative Suite, Slack, Notion, Loom, Canva, Palantir Foundry, Google Suite, Microsoft Office Suite.
- **Certifications:** Google Analytics for Beginners Certificate, Google UX Design Professional Certificate, Udemy Graphic Design Masterclass: Learn Great Designs, Hubspot Inbound Marketing Certification
- **Interests:** Social Impact, Community Building, Entrepreneurship, Youth Empowerment, Diversity and Inclusivity, Technology and Innovation, Governance, Efficiency.
- **Awards:** Hence - Zurich 100k innovation championship award