

Makena Kigunda

UX Designer and Researcher | makenakigunda.com

DESIGN EXPERIENCE

Program Lead, ICE Technology Incubator Program

February 2021—May 2022

Faculty of Engineering, University of Alberta | Edmonton, AB

- **Launched a foundational campus-based technology incubator** catering to multi-level stakeholder and customer needs. Led development using agile methodologies to scope features & user stories and align team efforts with strategic objectives by optimizing tools including Microsoft Azure DevOps and Miro.
 - **Directly consulted prospective and current program users to discover needs**, barriers, and pain points through user interviews and focus groups. Delivered a customer journey map and pilot program supporting six early startups.
 - **Informed design and budget decisions for the construction of a renovated incubator facility.** Identified and prioritized space functions and features by consulting a wide range of prospective users and existing entrepreneurship centres for best practices.
-

ADDITIONAL EXPERIENCE

Consultant, Digital Advisory

June 2023—June 2024

MNP Digital | Edmonton, AB

- **Advised private enterprise clients across diverse industries including construction, health, retail, and agriculture on digital best practices** and opportunities for enhanced connectivity across teams and processes. Leading consulting engagements with a human-centered approach, centering stakeholder and user perspectives to help build out holistic strategies.
- **Facilitated client interviews and dynamic workshops** to unearth strategic opportunities aligned with core business objectives. **Managed concurrent project deliverables and deadlines**, exceeding quality standards and client expectations.

Founder and Business Development Consultant

January 2019—March 2020

SoCo Consulting Group | Edmonton, AB

- **Founded, owned, and operated a sustainability-based consulting firm** to advise better business strategies for non-profit organizations and social enterprises in Edmonton.
 - **Developed and executed a resource guide of best practices** for the Consulting Architects of Alberta to equip members in pitching, designing, and implementing green building projects within the province. Facilitated stakeholder interviews with diverse member groups, and supported insights with local case studies and trusted secondary research.
-

EDUCATION & CERTIFICATIONS

User Experience Immersive Bootcamp

September-December 2024

General Assembly

500+ hours honing skills in rapid iteration, user-centered research, design thinking, team management, and client relations.

Bachelor of Commerce and Certificate in International Learning

April 2020

University of Alberta, School of Business | Edmonton, AB

Major: Business Economics and Law Minor: Finance

SKILLS

Skills: Microsoft Office Suite & Azure DevOps | Google Workspace | Figma | Notion | Miro