

Linda Gitau, UI/UX Designer.

Based in Nairobi. Google UX certified, with a technical background that began in IT support and cloud infrastructure. I design for low connectivity, low confidence and the people usually left out, which is the kind of problem where knowing what can actually be built matters as much as knowing what looks right.

lindagitau2.lg@gmail.com • +254 704 453 873 • Nairobi, Kenya • lindagitau.com • linkedin.com/in/lindagitau • github.com/lindagitau7

IN ONE PARAGRAPH

I came to design through technology, and it shows in the work.

Two years of IT support taught me that most of what gets called user error is a design problem wearing a disguise. I moved into UX to fix the cause instead of the symptom. The technical half did not go away: I still read a database schema, still know what an offline sync actually costs, and still design interfaces that can survive the infrastructure they run on.

EXPERIENCE

2023 to now

Nairobi

Administrative Assistant

SADDLEBILL TOURS AND SAFARIS LTD

- Manage client bookings, itineraries and travel documentation for local and international tours.
- Coordinate between clients and operators so travel logistics hold together when plans move.

Why this matters for design. I book travel for a living. Every friction point in [WanderLust](#) is one I have hit in real work: the changed flight, the booking that will not confirm, the client who cannot find their itinerary. I did not research that problem space. I work in it.

2025 to now

Remote

AWS Solutions Architect programme

ALX AFRICA

- Completed the professional foundations curriculum and built a personal development plan around communication and collaboration.
- Currently working through architecture and security training.

Oct to Dec 2024

Remote

AWS Cloud Computing Case Study

TALENTUP AFRICA

- Completed a structured bootcamp of 10 to 15 hands-on labs and several real-world projects.
- Deployed and managed services across EC2, S3, IAM and VPC, **improving issue resolution speed by 25%.**
- Standardised how cloud resources were provisioned, which let the team provision **five times more per week.**

Jan to Dec 2022

Nairobi, onsite

IT Support Intern

KENYA REVENUE AUTHORITY

- Resolved **50+ support requests a week** across phone, email, live chat and video, raising system uptime by 30%.
- Configured and maintained **over 100 workstations**, cutting new-user onboarding time by 20%.
- Monitored network performance and brought downtime incidents down by 35%.
- Handled server maintenance, security patching and software updates.

Why this matters for design. A year of watching real people fail at software, then fixing it, one ticket at a time. That is user research, just with a helpdesk queue instead of a lab. It is where I learned that people do not read, do not recover from errors on their own, and give up faster than anyone building the thing expects.

Sep to Nov 2021

Nairobi, onsite

IT Support Attachee

KENYA REVENUE AUTHORITY

- Handled **30+ requests a day** at a **90% first-contact resolution rate**.
- Managed user accounts and permissions against security policy.
- Ran IT training sessions for staff, which cut repeat issues by 20%.
- Streamlined asset tracking, improving resource allocation by 25%.

DESIGN WORK

2024 to 2026

Self-initiated

SolMoTech

UI/UX · MOBILE APP · SERVICE DESIGN

- A mobile digital-access ecosystem for communities without reliable internet, carried across **three iterations** from a course milestone to a full case study.
- Grounded in cited secondary research, including the 2023-24 Kenya Housing Survey, World Bank and UNESCO.
- Owned all of it: research, proto-personas, journey mapping, information architecture, wireframes, design system and both prototypes.
- Rewrote the entire concept between versions after concluding that **temporary connectivity, not connectivity itself, was the real problem**.

[Read the full case study](#), including the version I decided was wrong.

2025 to 2026

Self-initiated

WanderLust

UI/UX · MOBILE APP

- An end-to-end travel booking flow, browse through to confirmation, designed as one unbroken run.
- A dark interface system built to stay legible in the places travel actually happens.

2022 to now

Bachelor thesis, in progress

Uzima Water, my BBIT thesis project

UI/UX · WEB DASHBOARD · SQL

- Self-initiated thesis project studying water access in the context of **Kajiado County**.
- Technical half: a smart water metering system with a **SQL database** handling the data layer.
- Design half: a dashboard that reduces a constant data stream to the four things a household needs, which are usage today, live flow rate, meter health and the bill.
- Still in progress. The interface is design work rather than a deployed product.

[See the interface](#).

2024

Published

Prayer Journal

UI WRITING · BUILT IN NOTION

- A guided Notion template for tracking prayers, gratitude, verses and reflections.
- Designed the structure and the flow between views, and wrote **every word of the interface copy**. Published and in use.

[Open the template in Notion](#)

EDUCATION

BSc Business and Information Technology

AFRICA NAZARENE UNIVERSITY · 2020 TO 2023

Diploma in Business Administration

AFRICA NAZARENE UNIVERSITY · 2017 TO 2019

CERTIFICATIONS

- **Google UX Design Professional Certificate**
COURSERA · 2023
- **AWS Certified Cloud Practitioner**
CLF-C01 · PASSED AT 77+
- **Generative AI and Thoughtful Online Search**
LINKEDIN LEARNING
- **AWS Cloud Practitioner Bootcamp**
TALENTUP AFRICA · 40+ HOURS OF LABS
- **ALX Professional Foundations Certificate**
ALX AFRICA · 2025
- **Diploma Distinction Award**
AFRICA NAZARENE UNIVERSITY · 2018

SKILLS

DESIGN

- User research
- Personas
- Journey mapping
- Information architecture
- Wireframing
- Prototyping
- Usability testing
- Design systems
- Interaction design
- Accessibility
- UI writing
- Responsive design

TOOLS

- Figma
- FigJam
- Adobe XD
- Photoshop
- InDesign
- Miro
- Canva
- Notion

TECHNICAL

- HTML/CSS
- JavaScript
- SQL
- Python
- C++
- Java
- AWS (EC2, S3, IAM, VPC)
- Linux
- Windows Server
- TCP/IP and DNS
- IT helpdesk
- Data analytics

LANGUAGES

- English, native
- Swahili, native

CURRENTLY EXPLORING

- AI-assisted UX
- Accessibility
- Motion design
- Design systems

CONTACT

Open to UI/UX roles.

Especially where access, accessibility or low-connectivity constraints are part of the problem. Nairobi based, happy to work remotely.

Also on [LinkedIn](#) and [GitHub](#).



All three projects here are self-initiated rather than client work. SolMoTech and WanderLust are concept projects, designed by me to explore real problems, and the SolMoTech deck says so too. Uzima Water is my bachelor thesis project, still in progress, with a SQL-backed technical half and the interface shown here as its design half.

© 2026 LINDA GITAU · BUILT AS A STATIC SITE, NO FRAMEWORK, NO BUILD STEP