LOIS DAGANA

PRODUCT DESIGNER | AI PRODUCT & CIVIC TECHNOLOGY

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PROFESSIONAL PROFILE

Product designer with experience across government services, enterprise software and AI-assisted civic reporting. I focus on understanding how people work, simplifying complex processes and turning ideas into products teams can test and build. As a co-founder of NewsBridge, I work with journalists and engineers on multilingual reporting, AI-supported review and responsible product decisions.

EXPERIENCE

Co-founder, Product & AI Strategy | NewsBridge AI ***Oct 2025 – Present***

- Co-founded a WhatsApp-based civic reporting product that allows people to submit reports in local languages and helps journalists review potential leads.
- Designed the reporting journey and journalist dashboard around AI-assisted transcription, translation, summarisation and categorisation, with human review before editorial decisions.
- Worked with journalists and engineers to define requirements, test workflows and improve the way reports are organised and reviewed.
- Contributed to decisions on privacy, source protection, accessibility and responsible use of AI.

Lead Product Designer | GX Informatics · Remote ***Jan 2024 – Present***

- Designed citizen and administrative workflows for PayKaduna, a government tax platform; reported improvements include 30% better task completion.
- Designed revenue operations dashboards, with reported reductions of 40% in manual data processing and a 25% improvement in oversight.
- Worked with stakeholders, product managers and engineers to turn operational requirements into clear, usable workflows.

Product Designer | Teflon Hub · Contract, Remote ***Jul – Dec 2023***

- Designed admin dashboards for the Nigerian Railway Corporation, helping reduce manual task processing time by 20%.
- Designed a ticket validation application that contributed to a reported 20% reduction in ticket fraud.

Associate UI/UX Designer | Allegro Technologies USA · Remote ***Jul 2022 – Jun 2023***

- Adapted Oolom for mobile and tablet, improving accessibility and contributing to a reported 30% increase in user engagement.
- Worked with product and engineering teams to simplify implementation and improve delivery.

Product Design Intern | Everything Gadget ***Jan – Jun 2022***

- Designed product browsing, search and checkout flows for an e-commerce mobile app.

AI AND PUBLIC-INTEREST EXPERIENCE

CJID AI Incubator (2025) — Selected for the Journalism AI Incubator; worked on NewsBridge's reporting and newsroom review experience.

Build 2026 Showcase (2026) — Selected to pitch NewsBridge and share our approach to making local reporting more accessible through WhatsApp and AI.

Melora Health × Aruvah Foundation Mental Health Outreach (2026) — Participated in a school outreach session focused on mental health awareness and conversations with girls.

Deep Learning Indaba Startup Showcase (2026) — Selected to present NewsBridge's approach to multilingual AI-assisted civic reporting.

SKILLS

Product & UX: Research, discovery, user flows, information architecture, prototyping, interaction design, design systems, accessibility, Figma.

AI product work: LLM-assisted product workflows, prompt design, human-in-the-loop review, AI use-case scoping, responsible AI and governance considerations.

Delivery: Stakeholder engagement, requirements documentation, cross-functional collaboration, usability feedback and workshop facilitation.

EDUCATION

M.Sc., Information Management — Ahmadu Bello University, Zaria (2025–2026)

B.Sc., Pure and Applied Chemistry — Niger Delta University (2015–2019)

AI GOVERNANCE LEARNING

Completed: AI and Data Governance; Approaches to AI Regulation; Bias in AI and Accountability Mechanisms; Ethical Principles in AI; Introduction to AI Governance.

OTHER TRAINING & COMMUNITY

AI for Everyone; Google UX Certificate; GenAI for UX Designers. Mentor, Tech Ignite Africa.