



Hanafi Jamil - Senior Product Designer

Social: [linkedin.com/in/hanafi-jamil](https://www.linkedin.com/in/hanafi-jamil)

Learning: <https://www.coursera.org/learner/hanafi-jamil-21>

EDUCATION



Microsoft UX Design

May 2025 - [Professional Certificate](#)



Google UX Design

August 2022 - [Professional Certificate](#)



User Experience Research and Design Specialization – University of Michigan

October 2022 - [Professional Certificate](#)



Diploma of Computer Science

2002 - Universiti Putra Malaysia

EXPERIENCE



CTOS Data Systems Sdn Bhd— Senior Product Designer

Nov 2022 - PRESENT

Led the end-to-end design and delivery of the following projects for CTOS Mini Program in the TNG eWallet, from concept to go-live:

- Auto-renewal feature for Score Reports
- Credit Monitoring
- Bahasa Malaysia translation for CTOS MP
- Various minor enhancements

Led the end-to-end design and delivery of the following projects for CTOS Channel Web and Mobile App, from concept to go-live:

- Score Report Summary
- Revamped CTOS dashboard

SultanTheme.com, Remote — Web Design Freelancer

April 2008 - 2021

Enthropia Inc, Toronto — Senior Web Designer

Dec 2005 - Dec 2007

IntoIT Sdn Bhd, Netinfinium, P Jaya —Senior Web Designer

Dec 2004 - Oct 2005

Living Impact, PJ Old Town, P Jaya — Web Graphic Designer

Nov 2002 - Dec 2004

SUMMARY

With over 20 years of experience designing for web and mobile platforms, I specialize in UI/UX and mobile product development using the design thinking framework. I manage full product cycles from requirements to deployment, aligning cross-functional teams to deliver scalable digital solutions.

KEY ACHIEVEMENT

Led the growth of credit monitoring subscriptions and scaled bulk and recurring score report purchases in the CTOS mini-program within TNG eWallet, driving 95K new subscribers and boosting annual revenue from RM 15M in 2022 to RM 29M in 2024.

CONTACT

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SKILLS

Wireframes (Paper and Digital), Usability Study (Planning to Report), Prototypes (Low and High Fidelity), Visual Design, Responsive Design, User Personas, User Journey Mapping, User empathy map, User flow, IA and Sitemap, Competitive Audit, Crazy 8. Identifying Pain Points, Heuristic Evaluation, SUS, Survey, User Interviews, Agile, Product Owner roles from requirement to deployment.

SOFTWARE

Figma Design and Figjam, Jira, Confluence, Adobe XD, Adobe Photoshop, Adobe Illustrator, Visual Studio Code, Adobe After Effects, FileZilla, cPanel, Google Sheets, Google Slides, Google Doc. Excel, Powerpoint, SharePoint, Outlook, Lark, Wordpress.

PROGRAMMING

[HTML, CSS](#)