

Clare Bantom

Product designer

clarevah.com | clarebantom@gmail.com | JHB, South Africa

Professional summary

I have 7+ years' experience delivering user-centered digital solutions across financial services, banking, and compliance. Proven track record in creating and refining design systems, leading product launches, and enhancing user experiences through research, prototyping, and iterative design. Skilled in collaborating with cross-functional and remote teams to drive accessible, high-impact digital transformation.

Education

BA (HONS) Communication Design

University of Johannesburg 2013-2016

Matric Certificate

Boksburg High School 2012

Skills

UX/UI: User research, wireframing, prototyping, user flows, design systems, usability testing, WCAG accessibility

Collaboration: Agile/Scrum, stakeholder communication, cross-functional team leadership

Tools

Figma



XD



Illustrator



Photoshop



After Effects



InDesign



VS Code



Achievements

Launch of Discovery Bank, Client onboarding for Docfox, Company ownership structure in Docfox onboarding, launch of Citadel Investment Services website.

Work experience

UX/UI Designer at Citadel Investment Services

2023 March - Present

- Spearheaded the launch and enhancement of a client portal, improving usability and client engagement through continuous user testing and iterative updates.
- Redesigned advisor-facing tools to streamline financial planning, reporting, and document management, reducing turnaround times for advisors.
- Standardized and modernized UI components across digital platforms, creating a cohesive user experience and aligning with brand guidelines.
- Partnered with business stakeholders to transform complex requirements into intuitive, user-centered design solutions.
- Led the redesign and launch of the group website, strengthening brand visibility and improving digital lead generation.

Product designer at Docfox

2020 March - July 2022

- Sole product designer driving feature ideation and delivery for KYC and FICA compliance solutions across South Africa and the US.
- Designed and iterated user journeys based on

research insights, balancing user needs with regulatory and technical constraints.

- Delivered an improved client onboarding experience within timeline and framework limitations, enhancing operational efficiency.
- Collaborated with cross-functional teams (engineering, compliance, product) to prioritize, test, and implement high-value features.

Digital art director & Lead designer of Discovery bank

2018 August - February 2020

- Developed and implemented the digital style guide for Discovery Bank during its early-stage launch, ensuring visual consistency.
- Mentored designers, reviewed creative work, and led brainstorming sessions for new campaigns and front-end experiences.
- Created and optimized user journeys and interfaces to integrate with Discovery's existing ecosystem.
- Migrated Discovery Group's annual conference materials from print to a digital CMS, reducing production time under strict deadlines.

Other roles:

- **Digital Graphic Designer – Woteva Agency (2017 – 2018):** Designed social media campaigns and print materials for multiple brands.
- **Lecturer's Assistant – University of Johannesburg (2016):** Supported design faculty with administrative and content tasks.
- **Freelance Designer (2013 – 2020):** Managed design projects across digital and print, balancing client budgets and timelines.

References

Sabantu Mafanya - Snr Engineer & Security @Docfox

Dylan Uys - SNR Engineer@Docfox

Ivan Kirstein - ECD @RCK