



Nikki Watkins

About Me

I am a passionate, dedicated and determined professional who is driven internally by a strong desire to compete against self-imposed standards. As a result, I pride myself in being extremely detail-oriented and strive to practice accuracy in every task I complete.

I am eager to self-teach as I thrive on taking on new and challenging tasks. This, I believe, enables me to adapt effectively to any given environment, whilst enjoying the rewards that practice, determination and perseverance offer.

Portfolio & Certifications

This is a one-page resume. Visit my website for more details and to explore my work.

nikki-watkins.com

Get in Touch

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Work Experience



Product Design Lead (Aios - Next-generation product)

DXS Systems (Pty) Ltd. (Aios Health) | 2021 - present

This multifaceted role encompasses various essential responsibilities, including **user group cultivation, overseeing usability testing, and defining and refining product requirements**. The effort spans from conceptualisation to post-launch, ensuring a human-centered approach is upheld throughout the process. With the support of my colleagues, I successfully **implemented a data-driven design process within the organisation**. This process has become an integral part of our product development lifecycle. It has fostered a profound understanding and empathy for our users, ensuring that their needs remain at the forefront of every decision-making process. Simultaneously, we consider technical feasibility, business requirements, and constraints to strike a well-balanced approach. In this role, I also learned **basic HTML and CSS while creating and coding the Design System** to support the developers.

Product Coordinator (Replace CompleteCare)

DXS Systems (Pty) Ltd. | CompleteCare | 2019 - 2021 | Promoted

As a Product Coordinator, I acted as a key point of reference between stakeholders, **facilitated Agile events**, and was responsible for the **creation, upkeep, and administration of reports and tools used for product and risk management**. As a **servant leader**, I **removed impediments, motivated the team, managed when required, and tracked the progress of each iteration**. As an expert in the field, I had the added responsibility of reviewing and **assessing requirements** and advising all other departments on solution gaps, proposing third-party solution options when necessary. I also continued to fulfill my design responsibilities by **creating and enhancing the user experience of pathways**.

Product Configurator (Clinical Decision Support)

DXS Systems (Pty) Ltd. | CompleteCare | 2018 - 2019 | Promoted

As a Product Configurator I **focused primarily on the design thinking process and the configuration of user-friendly technical solutions, particularly automated clinical decision support toolkits**. These toolkits are developed based on clinical specifications and involve the creation of **complex validation rules within the clinical system**, using available functionality. These rules are used to **automate alerts, reports, and templates** for various initiatives, including medicines monitoring, weight management, clinical coding accuracy, Quality and Outcomes Framework, and diabetes management, among others.

Content Quality Assurer (Referrals)

DXS Systems (Pty) Ltd. | Point-of-Care | 2015 - 2018 | Promoted

As a Content Quality Assurer, I was mainly concerned with **testing the functionality of content** both within and across multiple, internationally used, and professional healthcare software. Integral to this process is **problem-solving** to attain the desired results through content development, by providing feedback to content developers through Technical Quality Assurance (TQA) iterations. Escalation of any technical issues or software bugs encountered during testing was expected. As the larger goal, I assisted in ensuring that the **daily SLA's** were met as part of a team. **Being part of the benchmark that guided my employees in their hiring process, I also trained our new employees**.



Photographer, Image Retoucher & Sales Agent

- New Age Portraits | 2014 - 2015 | Studio Closed
- Celebrities Casting Agency | 2011 - 2013 | Holiday Job
- Yuri Arcurs Productions | People Images | 2013 | Course
- Media24 | Die Burger | 2012 | Worked-based Learning

As a **professional photographer**, I have advanced experience in studio and natural light photography. This includes still life, lifestyle, portrait and wedding photography. As an **image retoucher**, I used Photoshop for skin retouching, colour corrections, isolations, removal of distractions and trademarks, correcting of image distortions such as chromatic aberration, moiré, artifacting and banding. **Office duties** such as reception, production, retail, customer service and production sales made up a big part of these positions.