

Johnson Aderohunmu

Product Designer

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EXPERIENCE

Consultant / Kaiser Permanente (KP) - Marketing, Sales, & Services

JUN 2017 - PRESENT • Oakland, CA

Responsibilities:

- Lead, plan, and design services/products, process design, and performance improvement initiatives using user-centered design principles and Agile project methodologies for KP
- User research, synthesis, prototyping, design, journey mapping, storytelling, project management, and managing success metrics for multiple projects

Accomplishments:

- Helped KP recover and maintain a positive reputation by creating a cross-functional, end-to-end journey map (or service blueprint) across key touchpoints (phone, online, in-person) to address customer and employee questions after a negative PR event
- Collaborate with business partners, product managers, engineers, and designers to design, workflow, and launch a desktop application/UI for customer service teams that reduced customer service response times for refund/reimbursement requests by 30%
- Improved performance management functions at KP by designing, prototyping, testing, and deploying a contact center performance dashboard that visualized and automated performance reporting for contact center operations

PROJECTS

Product Designer (Founder) / CivE Mobile App

OCT 2020 - PRESENT • jaderohunmu.design/CivE

Responsibilities:

- Led cross-functional team to problem solve, explore ideas, and create UX solutions using user research, prototypes, wireframes, mockups, and user flows
- Influence stakeholders and mentored the design team by presenting and articulating design decisions that align business goals with user needs

Accomplishments:

- Responsible for defining the design vision for an engaging digital experience that provides a low-barrier-to-entry opportunity for young people to view, share, and participate in civic-related activities
- Tested, evaluated, and refined the product's main feature leading to the use of reaction/emoji design patterns to simplify the UI reducing the task completion rate by more than 20%

Product Designer / SF Dept. of Elections Web Redesign

SEP 2020 • jaderohunmu.design/SF_Elections

- Collaborated with a design team to redesign the SF Departments of Elections website by leveraging knowledge-based design UI, card-based design systems, and modern iconography
- Responsible for wireframing, desk research, prototyping. Reduce the number of steps to find local polling location by 57%

UX Designer / Museum of The African Diaspora Web Redesign

AUG 2020 • jaderohunmu.design

- Worked closely with MoAD's Innovation Director and design team to understand the vision and scope of MoAD's future-state UI
- Remodeled the MoAD design system by collaborating with a design team that uncovered accessibility issues and improved the membership registration process

EDUCATION

University of Illinois - Urbana /
Bachelor of Science in Marketing

AUG 2007 - MAY 2011

University of Oklahoma /
Masters of Health Admin & Policy

AUG 2011 - MAY 2013

University of California - Berkeley /
UI/UX Design Certification

APR 2020 - OCT 2020

SKILLS

Design: Strategy & Vision Presentations
User Flows • Concept Sketches •
Wireframes & Prototyping • User Stories •
Storyboard Design Systems

Planning/Collaboration: Design Thinking
Project Planning • Change Management/
Communication • Stakeholder Analysis
Business Requirements • Facilitator

Research: Data Analysis • Task Analysis •
User Personas • A/B Testing • Journey
Mapping • Research Planing • Interviews /
Qualitative Survey • User/Accessibility
Testing

Software: Figma • Invision • AdobeXD •
Microsoft Suite • G-Suite • Trello

Front-End Development: HTML / CSS
JavaScript • Bootstrap • Webflow • Github •
Visual Studio

Financial Controls: Operational
Productivity and Effectiveness Measures •
Balanced Scorecard • Financial
Statements • Reporting KPIs • Budgeting