

Johnson Aderohunmu

Service & Product Designer

jaderohunmu.design
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773.600.9977
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WORK EXPERIENCE

Project Consultant / Kaiser Permanente

JUN 2017 - PRESENT • Oakland, CA

Responsibilities:

- Lead, plan, and design service/products, process design, and PI initiatives using traditional and agile project methodologies
- Ensures projects are delivered within scope, schedule, budget while meeting stakeholder/user expectations
- User research, synthesis, prototyping, design, journey mapping, storytelling, project management, and managing success metrics for multiple projects
- Utilizes Human Centered Design/Design Thinking tools to problem solve, inform, and communicate solutions

Accomplishments:

- Implemented cross-functional service model aimed at handling compliance/regulatory related customer inquiries by mapping customer experiences/touchpoints and defining opportunities using service blueprints in collaboration with legal, compliance, and executive stakeholders
- Launched a new service model to better escalate customer issues by facilitating ideation/vision workshops and service design activities while working with technology, qualitative data and insights, customer service teams, frontline staff, and executive partners
- Designed, built, and conducted usability test for a desktop application UI and enhanced workflow for customer service teams that reduced customer service response times for refund/ reimbursement requests by 30%
- Launched a call handling service model and configured Interactive Voice Response system to accommodate a reduction in call volume realizing \$3.6M in savings

Business Operations Manager - Palomar Health

JUN 2013 - JUN 2017 • San Diego, CA

- Designed financial acumen curriculum to include instructor-led and e-learning programs for supervisors, managers, and executives to ensure hospital operations met financial, compliance, and budget requirements
- Reporting to the CFO, led all aspects of a \$2 million Financial ERP system implementation that streamlined Palomar's budgeting process and improved accuracy through automated consolidation of budgets across departments
- Analyzed and evaluated financial statements wherever fluctuations were significant at the cost center level. Specifically focused on productivity measures, key performance indicators, and expenses for operations teams

SKILLS

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

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

Research: Data Analysis • Task Analysis •
User Personas • A/B Testing • Journey
Mapping • Research Planning • 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

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

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PROJECTS

Product Designer (Founder) / CivE Mobile App

OCT 2020 - PRESENT • jaderohunmu.design/CivE_c

Responsibilities:

- Led cross-functional team to problem solve, explore ideas, and create UX solutions using user resaerch, prototypes, wireframes, mockups, and user flows
- Influence stakeholders and design team by presenting and articulating design decisions that align business goals with user needs
- Tools Used: HTML5, CSS, Bootstrap (v4.1), Javascript, jQuery, Figma, Invision, Trello, Glthub, Visual Studio, User-Centered Design Methods

Accomplishments:

- Responsible for defining the design vision for a digital experience that provides a low-barrier-to-entry opportunity for young people to view, share, and participate in civic-related activities
- Collaborating with the product team, designed and developed CivE landing page using HTML5 and front end frameworks (Bootstrap)
- 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%
- Prototyped interactive rating controls so that users can express their emotions concerning ballot measures simply

Product Designer / SF Dept. of Elections Web Redesign

SEP 2020 • jaderohunmu.design/SFElections

- 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 number of steps to find local polling location by 57%

UX Designer / Museum of The African Diaspora (SF) Web Redesign

AUG 2020 • jaderohunmu.design/MoAD

- 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

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