

Johnson Aderohunmu

Service Experience & Product Designer

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WORK EXPERIENCE

Project Consultant / Kaiser Permanente

JUN 2017 - PRESENT • Oakland, CA

Responsibilities:

- Lead, plan, and design service/user experiences, process design, and performance improvement initiatives
- Ensures projects are delivered within scope, schedule, budget while meeting stakeholder/user expectations
- Develop and produce progress reports, requirements, project documentation, and presentations
- Utilizes Humen Centered Design/Design Thinking tools to problem solve, inform, and communicate solutions

Accomplishments:

- Implemented service model aimed at triaging and handling compliance/regulatory related customer inquiries by facilitating and designing a service blueprint and workflow in collaboration with legal, compliance, and customer service executive stakeholders
- Launched a new service to better escalate customer issues by facilitating ideation workshops and service design activities with technology, data, customer service teams, and executive partners
- Reduced customer service response times for refund/reimbursement requests by designing a new internal user interface and enhanced workflow for customer service teams
- Improved Team Manager productivity by researching, designing, prototyping, testing, and deploying a contact center performance dashboard that consolidated and automated performance reporting

Project Manager - Decision Support & Financial Planning / Palomar Health

JUN 2013 - JUN 2017 • San Diego, CA

Accomplishments:

- Designed financial acumen curriculum to include instructor-led and e-learning programs for supervisors, managers, and executives
- Reporting to the CFO, led all aspects of a \$2 million Financial ERP system implementation over three years
- Spearheaded implementation and outreach for the most extensive performance benchmarking comparative database in the industry
- Streamlined processes and workflows for annual build and development of a \$700M operating budget for the organization

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 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

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