

Johnson Aderohunmu

Service/User Experience Designer

jaderohunmu.design

jaderohunmu@gmail.com

773.600.9977

linkedin.com/in/johnson-aderohunmu/

WORK EXPERIENCE

Project Consultant / Kaiser Permanente

JUN 2017 - PRESENT • Oakland, CA

Responsibilities:

- Lead, plan, and track service model, process design and performance improvement initiatives
- Ensures assigned projects are delivered within scope, schedule, budget and both stakeholder/user needs are met.
- Utilizes design thinking and related tools to problem solve, inform, and communicate solutions

Accomplishments:

- Facilitated ideation workshops and service design activities (Service Blueprinting, User Research & Analysis, etc) with data, business, technology and customer experience partners to launch a 70 FTE division aimed at resolving experiences for Kaiser customers with escalated/unresolved issues. Division now handles 120K customer interactions per year and supports VOC database
- Designed and implemented service blueprint across customers touch points (phone/email) to address refund and reimbursement request for Covered California health plan members with customer experience team, technology partners, and executive stakeholders
- Partnered with customer service managers and data architects, to design, prototype, and deploy enterprise-wide dashboard that consolidated and automated contact center performance reporting, reducing performance reporting cycle time by 50%

Project Manager - Decision Support & Planning Division / Palomar Health

JUN 2013 - JUN 2017 • San Diego, CA

Accomplishments:

- Worked closely with Organizational Development partners to design financial acumen curriculum to include instructor-led and e-learning programs for enterprise-wide applications and performance initiatives
- Reporting to the CFO, leading all aspects of a \$2 million Financial ERP system implementation over 3 years
- Reporting to the CHRO and CFO, spearheaded implementation and outreach for the largest performance benchmarking comparative database of hospital data 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 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

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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UX DESIGN PROJECTS

Product Designer / CivE App Design

OCT 2020 - PRESENT • jaderohunmu.design/CivE_c

Responsibilities:

- Responsible for app concept, research/project planning, high-fidelity prototype, and front-end development (Landing Page).
- Tools Used: HTML5, CSS, Bootstrap (v4.1), Javascript, jQuery, Figma, Invision, Trello, Github, Visual Studio

Accomplishments:

- Led a design team to develop a digital platform that provides a low-barrier-to-entry opportunity for young people to view and share civic-related content and activities within their community

UX Designer / SF Dept. of Elecetions Web Redesign

SEP 2020 • jaderohunmu.design/SFElections

Responsibilities:

- Responsible for wireframing, desk research, and prototyping
- Tools Used: Figma, InVision, Trello, G-Suite

Accomplishments:

- Colloaborated with a design team to enhanced the SF Departments of Elections website by leveraging knowledge-based design UI, card based design systems, and modern iconography
- Increased findability of election related content

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

AUG 2020 • jaderohunmu.design/MoAD

Responsibilities:

- Responsible for remodeling MoAD design system
- Tools Used: Figma, InVision, Trello, G-Suite, Optimal Workshop

Accomplishments:

- Faciliated stakeholder interview with MoAD's Innovation Director to understand vision and scope of MoAD's future state
- Colloborated with desing team that uncovered exisiting accessibility issues and improved membership registraiton process

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Qualitative Survey • User/Accessability Testing

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Microsoft Suite • G-Suite • Trello • Sketch

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