

# 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