Jonathan Basallaje

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Project-oriented UX professional

Portfolio

Employment History

Argo — Jul 2021- Present | *UX Designer* • See Work

Banking and healthcare software services. Produce mock-ups, user flows, and other artifacts for product definition and iteration.

- Collaborative design process: Scrum ceremonies, reviews, identifying and questioning assumptions to understand problems
- Maintain corporate-wide design system with 100s of components
- Document and deploy internal design patterns to save UX team resources
- Produce resources for company-wide initiative to increase awareness of design principles, reducing yearly training costs by $1,000s

Diamond Physicians — Nov 2019 - Jul 2021 | *Client Experience*

Client Operations Manager

- Designed and oversaw the client intake process for 100s of new patients.
- Client growth led to 3X monthly revenue in 1 year.
- $1,000s in yearly expenses reduced through consolidation of software and automation

Client Liaison

- Provided high quality in-person and digital customer service to 1,000s of clients

Texas Health Resources — Jul 2012 - Mar 2017| *Medical Records*

- Administered patient surveys and collated the data to produce metrics for use in yearly physician evaluations.

Proficiencies

UX TOOLS	SKILLS	DEVELOPMENT
Figma	UX Research	AGILE
Adobe XD	Usability Testing	Trello & Jira
Sketch	Prototyping	GitHub
Invision	Wireframing	HTML & CSS

Freelance Experience: 2+ yrs

Collaborating with developers on independent projects. Responsibilities include: high concept development, project management, user experience design, visual design, wireframing, and prototyping.

Writ.ink — Jul 2019 - Present | *Designer* • See Work

Platform designed for long-form text with 70+ completed user stories and 25,000+ lines of code. Leverages user generated content and includes design considerations for discovery, content recommendation, advertisements, and user accounts/profiles.

tdraft.io — May 2020 - Present | *Designer* • See Work

Minimalist text editor for the web that is currently deployed. Simple application with defined scope. Designed to to be responsive across devices and optimized for mobile.

Education

University of Texas at Dallas — Aug 2013 - May 2017 | *BS in Biology*

Southern Methodist University — Feb 2021 - Aug 2021 | *UX Design Certification*

Interaction Design Foundation — Oct 2021 - Dec 2021 | *Mobile UX Design Certification*