Jonathan Basallaje

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Project-oriented UX professional

Portfolio

Summary

Project-oriented UX professional with over 9 years of experience in the healthcare industry. Passionate about implementing creative solutions that help clients increase their impact.

Employment History

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

Banking and healthcare software services. Produce mock-ups, user flows, and other artifacts; practicing Scrum.

- Maintain corporate design system with 100s of components
- Developed a procedure for documenting company specific design patterns
- Produce company wide educational resources, reference material, and wiki content, reducing yearly training costs by $1,000s

Healthcare Industry — Jul 2012 - Jul 2021 | *9+ years domain experience*

Held various positions at companies such as Texas Health Resources and Diamond Physicians performing roles such as Medical Records Clerk and Client Operations Manager.

- Oversaw the onboarding of 100s of patients, leading to 3X monthly revenue
- $1,000s in yearly expenses reduced through consolidation of record keeping and CRM software
- Provided high quality in-person and digital customer service to 1,000s of clients

Proficiencies

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

Freelance Experience: 2+ yrs

Collaborating with developers on independent projects. Designer and product owner for each of the following.

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

Writ.ink is a content platform designed for long-form text with over 25,000 lines of code and 70+ completed user stories. Responsible for high concept, product management, user experience design, visual design, wireframing, and prototyping.

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

tdraft.io is a mobile optimized text editor for the web that is currently deployed. Responsible for high concept, product management, user experience design, visual design, wireframing, and prototyping.

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*