



# Jaqweal Holit

ALSO KNOWN AS "JACK"

## PRODUCT DESIGNER

### Summary

Product Designer focused on user flows, information architecture, interaction design, and usability optimization.

### Experience

#### Target Corporation

Guest Advocate | Aug 2025 - Sept 2025

Identified recurring user friction points through high-volume customer interactions, rapidly diagnosing issues and adapting responses in real time. Developed strong problem-solving speed and user empathy — skills directly transferable to UX decision-making and usability evaluation.

#### Walgreens Corporation

Customer Service Associate | Oct 2024 - Jan 2025

Built deep user empathy through daily customer interactions, improving communication clarity, expectation management, and problem-resolution efficiency — foundational skills for user-centered design and usability-focused thinking.

### Projects

#### TENNAJAM - SYSTEMS DESIGN SIMPLIFICATION

Product Design Case Study (Systems Architecture & Workflow Simplification)

- Identified cognitive overload within a dense, multi-step technical configuration process
- Restructured complex server setup and management workflows into guided, progressive interaction flows
- Designed clear state modeling, information architecture, and control surfaces to reduce decision stacking and improve user confidence

#### CHATGPT INTERFACE DESIGN

Product Design Case Study (UX Structure & Workflow Optimization)

- Identified structural friction between conversation flow and system navigation elements
- Redesigned layout to separate communication, navigation, and system controls into clearer functional zones
- Produced interaction models, workflow diagrams, and rationale to improve usability, continuity, and focus

### Contact & Location

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✉ jholit@protonmail.com

🌐 [LinkedIn](#) & [Portfolio](#)

📍 Rockland, Massachusetts  
USA

### Languages

#### English

Native

### Educational Background

#### Zero to Mastery

UI/UX Product Design | Oct 2025

#### W3Schools

Web Design | Jan 2025

### Skills

Product Design, User Flows,  
Information Architecture,  
Interaction Design, Wireframing,  
Usability, Front-End Foundations