John Molendyk (SCRUM Master, Product Owner)

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User Experience Researcher

I'm a User Experience Researcher with extensive experience solving problems with technology and process optimization. As an advocate for the user, my focus is on delivering solutions driven from user-centered design principles that solve the right problems.

Key Competencies

- Surveys
- Usability Testing
- Interviews
- Card sort
- Heuristic evaluations
- Process management

- Task performance testing
- Cognitive walk-throughs
- Strategy and Planning
- Quantitative and Qualitative analysis
- Wireframes / Prototypes
- User flows

Experience

Masters of Human Computer Interaction and Design - UC Irvine, 8/2018 - 9/2019

Monterey Bay Aquarium - Designed a digital notebook for use by the aquarium education program and participating schools.

- Researched literature to gain insight into topics and sub-topics for digital notebooks
- Performed field observations / ethnographic studies with students and staff
- Planned and performed user interviews and focus groups
- Participated in ideation, user flows, wireframing and prototype creation and unit testing
- Created protocols and held usability testing sessions with students and staff
- Synthesized and presented design recommendations as a result of analysis

Sr. Business Analyst (Consultant) - Union Bank, 10/2017 - 7/2018

Led the implementation of multiple mortgage document library sites using MS Sharepoint

- Analyzed mortgage documentation from multiple sources; data cleansing
- Led needs analysis through user interviews and artifact analysis with cross-functional team
- Planned and performed usability testing with various levels of users using wireframes
- Developed the sites in MS Sharepoint InfoPath using IT organizational standards
- Maintained and enhanced the library sites from ongoing feedback and usability testing
- Created a change management plan to address policy and access updates

Sr. Business Systems Analyst (Consultant) - Alliance Healthcare Services, 11/2015 - 6/2017

- Led the implementation of customer experience surveys using Qualtrics APIs.
- Performed user needs analysis, user interviews, wireframes and prototypes for an incident management portal to support long-term reporting needs.
- Reworked an analytics reporting suite used by sales through needs analysis, usability testing and the application of design principles.
- Headed needs analysis, user interviews and usability testing to support system usability issues for multiple customer facing products.

- Orchestrated collaborative planning and strategy sessions between project management, development and infrastructure.

Sr. Business Analyst / Sr. Project Manager - Plaza Home Mortgage, 11/2012 - 10/2015
Loan Origination System (LOS) to replace legacy LOS
- Performed user interviews, surveys and needs analysis to define user / system requirements.
- Developed user flows applying Six Sigma Lean methodologies for adherence to regulatory needs and system constraints.
- Managed 10+ vendors for implementation of ancillary services as part of LOS implementation
- Designed and developed a quantitative model to support the selection of new software.

Product Manager (Consultant) - B. Braun Medical, AHMSI, 7/2011 - 10/2012
- Developed a website using ASP.NET to accept and manage equipment service requests.
- Created dashboards to display onsite and remote worker injuries and illnesses for OSHA.
- Defined business requirements and user flows for application enhancements to support the implementation of claims management software.

Product Manager (Consultant) - Wells Fargo, 12/2010 - 6/2011
- Led the iterative development of an application to manage deposits and balances during account transition between Wachovia and Wells Fargo - user requirements, user flows and mockups, usability testing, compliance testing
- Managed a team of Fraud, Risk and Wealth Management staff to manage offline, transition weekends for wealth management customer base.

Strategic Alliances Manager (Consultant to FTE) - Lender Processing Services, 2/2010 - 11/2010
- User needs analysis with clients to support configuration of platform services
- Lead the creation of an appraisal management system 1500+ business rules and integration with 10+ internal / external systems.

Previous Experience
- Business Process Manager / Director of Appraisal Administration - New Century Mortgage
- Business Systems Analyst / Project Manager - Option One Mortgage
- Web Developer / Technology Liaison - Anyloan.com / New Century Mortgage

Software / Technology
Usertesting.com, Figma, Adobe XD, Loop11, Optimalsort, Hyland OnBase (ECM), SharePoint InfoPath, Qualtrics, Visio, LucidChart, HTML, CSS, Photoshop

Education and Certifications
- Masters of Human-Computer Interaction and Design - UC Irvine
- Bachelors in Organizational Leadership - Chapman University
- Six Sigma Black Belt - Qualtec
- Certified Scrum Master (CSM)
- Certified Scrum Product Owner (CSPO)
- Project Management Professional (PMP)
- Software Product Management Certification - University of Alberta