

Jonah Miller / UX Designer with Engineering Background

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EXPERIENCE

Truist / Charlotte, NC

■ Senior Experience Designer

Nov 2022 – Present

- Design account opening experiences used by thousands of individuals daily.
- Lead the design of a tool for Truist teammates to inform branch customers about digital features.
- Use analytics and VOC to develop innovative, data-driven solutions to increase conversion rate.

■ Experience Designer

Jul 2021 – Nov 2022

- Designed the first all-digital brokerage account opening process at Truist, guiding the project from conception to production launch.
- Planned and facilitated workshops to envision the ideal future-state investing experience.

Trane Technologies / Minneapolis, MN

■ UX Designer / Thermo King

Jan 2021 – Jul 2021

- Worked with a cross-functional team to design and launch a new mobile app for fleet management.
- Created and documented a mobile app design language.

■ UX Designer / Trane

Jul 2019 – Jan 2021

- Translated loosely defined requirements from product team into functional mock-ups.
- Conducted design QA and worked with developers to resolve issues.
- Planned and facilitated usability tests to evaluate new features prior to release.

EDUCATION

Clemson University

Bachelor of Science,

Electrical Engineering

Aug 2014 – May 2019

SKILLS

Design

Visual Design

Interaction Design

Design Systems

Information Architecture

Rapid Prototyping

Wireframing

Moodboards

Tools & Technologies

Figma

Axure

Adobe XD

Miro

HTML/CSS

Javascript

React

Jira/Confluence

Research Methods

Competitive Analysis

Heuristic Evaluation

Usability Testing

Stakeholder Interviews

Cognitive Walkthrough