Jonah Miller / Product Designer

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EXPERIENCE

Truist / Charlotte, NC

Senior Experience Designer
Nov 2022 — Present
- Design account opening and onboarding experiences used by over 10,000 users daily.
- Lead the design of an iPad app that teaches branch customers about digital banking 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