**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

jonahmillerux.com / jonahrmill@gmail.com / (843) 271-1521 / Charlotte, NC

**Jonah Miller /** UX Designer with Engineering Background

**EXPERIENCE**

**Truist /** Charlotte, NC

**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.

**Trane Technologies** **/** Minneapolis, MN

**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.