

Kevin Mihalich

UX Interaction Designer

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SUMMARY

UX professional with 9+ years of designing customer facing interfaces and leading UX efforts in an Agile environment. Passionate about crafting experiences that are simple, elegant, and useful.

EXPERIENCE

Huntington National Bank

Interaction Designer

Mar 2021 - Present

- Lead customer facing UX efforts on a new-build in-house application supporting the onboarding and originations of commercial and business customers to the bank.
- Tasks include: Competitive analysis, information architecture mapping, user flows, high-level to annotated wireframe creation and delivery, cross-functional collaboration, project and design team management, stakeholder presentations and alignment.

Sherwin-Williams

User Experience Designer

Sep 2019 - Oct 2020

- UX resource dedicated to product strategy & design for a new suite of B2B applications supporting Sherwin-Williams automotive customers.
- Tasks include: Contextual inquiry research, expert reviews, external vendor collaboration, low- and high-fidelity mockup design.

Alliance Data Card Services (now Bread Financial)

User Interaction Designer

Sep 2015 - Sep 2019

- Served as a dedicated UX resource to multiple agile development teams overseeing the Customer Account Center platform.
- Lead design and UX efforts on multiple high priority projects with large consumer impact and visibility.
- Tasks include: Competitive design research, wireframing, low- and high-fidelity mockup design, functional prototype creation, usability testing, specification documentation, IT agile team support.

Nationwide Insurance

Analyst, IT Analysis

Jan 2014 - Sep 2015

Web Design Intern / Contractor

Oct 2012 - Dec 2013

- As an intern and contractor, assisted with designing, testing, and developing the front-end of Nationwide's intranet redesign project.
- Later, served as line requirements analyst for multiple agile teams supporting Nationwide's customer-facing applications, including the Customer Account Management site and Nationwide mobile app.
- Created the story backlog for a tier 1, multiple-release project; supported the project through a team transition.

EDUCATION

The Ohio State University

B.A. New Media &

Communication Technology

Sep 2009 - May 2013

SKILLS

Design & Research

Sketching, Wireframing, Prototyping, Responsive & Mobile Design, Accessibility (WCAG 2.2)

Competitive Analysis, Information Architecture, Contextual Inquiry, Personas, Scenarios, Brainstorming, Usability Testing, Documentation

Tools & Software

Figma
Adobe XD
Axure RP
Adobe Creative Suite
Microsoft Office Suite
Confluence
JIRA
Azure DevOps

Development

HTML
CSS