

Kevin Mihalich

User Experience 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 - Feb 2025

- Lead UX and interaction design efforts on a new in-house web application supporting onboarding and lending originations for commercial and business customers at the bank.
- Responsibilities: Project & design team management, cross-functional collaboration, user flows, information architecture, wireframing, prototyping, usability testing, documentation & delivery, stakeholder presentations & 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.
- Responsibilities: Contextual inquiry research, journey mapping, personas, expert reviews, external vendor collaboration, user flows, information architecture, wireframing, prototyping, visual design, documentation & delivery

Alliance Data Card Services (now Bread Financial)

User Interaction Designer

Sep 2015 - Sep 2019

- Served as a dedicated UX resource to multiple agile teams overseeing the Account Center platform, leading design efforts on multiple projects with high customer impact & visibility.
- Responsibilities: Project & design team management, cross-functional collaboration, user flows, wireframing, prototyping, usability testing, documentation & delivery

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 for Nationwide's intranet redesign.
- Later served as an analyst for multiple agile teams supporting Nationwide's customer-facing applications, including the Account Management website and the Nationwide mobile app.

EDUCATION

The Ohio State University

B.A. New Media &

Communication Technology

Sep 2009 - May 2013

SKILLS

DESIGN & RESEARCH

User Centered Design

Design Thinking

User Flows

Information Architecture

Wireframing

Prototyping

Visual Design

Responsive & Mobile Design

Accessibility (WCAG 2.2)

Contextual Inquiry

User & Stakeholder Interviews

Contextual Inquiry

Competitive Analysis

Usability Testing

TOOLS & SOFTWARE

Figma

Adobe XD & Creative Cloud

Axure RP

Microsoft Office Suite

Confluence

JIRA

Azure DevOps

DEVELOPMENT

HTML

CSS