

# John Ranola

Sydney-based product and service designer recently returned from Vancouver, Canada.

## PORTFOLIO

[ranola.net](http://ranola.net)

## CONTACT INFO

[john@ranola.net](mailto:john@ranola.net)

0430 962 452

## DESIGN SKILLS

Storytelling & presentations  
Workshop facilitation  
UX research planning  
Service blueprinting  
Journey mapping  
Research-driven persona creation  
Wireframing  
Prototyping (digital and physical)  
Business acumen  
Digital accessibility  
Feedback & critique  
Mentoring  
Content strategy  
Former engineer

## TOOLBOX AND TECH

Axure  
Miro  
Sketch  
Photoshop  
Illustrator  
Invision  
Zeplin  
Abstract

HTML  
CSS (incl. Sass/Less)  
JavaScript (incl. AngularJS,  
React)

## WORK HISTORY (MOST RECENT)

### Strategic Designer

Versett 

March 2022 - December 2022

#### Client highlights

Strategic and service designer applying design thinking practices at the executive level with clients to drive meaningful change.

#### Government of BC

- Current state service blueprint mapping for the Ministry of Environment and Climate Change Strategy

#### Providence Health Care

- Led the creation of personas and journey maps to support the redesign of a major Vancouver hospital network's website

End-to-end product design (research, UX, UI, copy) for a Vancouver-based HR tech platform. 7Geese's mission is to help organizations and people grow and achieve more, together.

### Senior Product Designer

7Geese 

October 2019 - August 2021

#### Project highlights

#### 360 Feedback in Reviews

- Designed brand new feature that integrated peer-driven feedback into Reviews feature

### Experience Designer

Commonwealth Bank 

December 2014 - May 2019

#### Project highlights

UX design for Australia's largest bank, across most of CommBank's customer segments. Experienced working with both local and remote agile delivery teams.

#### Business Lending - Quick Capture

- Brand new feature that integrates with customer's Xero or Quickbooks data to speed up loan applications
- End-to-end experience design involving branch-to-digital touch points

## EDUCATION

### B Information Technology

University of Technology,  
Sydney

2010 - 2012

Graduated with distinction honours.  
1 of 30 students selected into the Cooperative Scholarship Program.  
Find out more at [uts.edu.au](http://uts.edu.au)