# John Ranola

Vancouver-based product designer originally from Sydney, Australia.

## PORTFOLIO

ranola.net

## CONTACT INFO

john@ranola.net

604.968.2452

## DESIGN SKILLS

Wireframing
Prototyping
Business acumen
Digital accessibility
User research
Storytelling & presentations
Workshop facilitation
Feedback & critique
Mentoring
Content strategy
Former engineer

## TOOLBOX AND TECH

Axure
Sketch
Photoshop
Illustrator
Principle
Invision
Zeplin

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

## WORK HISTORY

### Experience Designer

**Commonwealth Bank of Australia**

December 2014 - May 2019

Project highlights

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

**CommBank Car Insurance**
• Redesigned the quote and payment flows
• Addressed key usability and drop-off points
• 20% increase in overall conversion rate

**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

**Honeycomb**
• CommBank's internal design pattern library
• Conceptual design of library mini-site for funding presentations and contributed production design patterns

### Software Engineer

**Commonwealth Bank of Australia**

February 2013 - December 2014

Built digital experiences for insurance quotes and credit card applications. Specialised in web UI engineering working with technologies such as C#, AngularJS, Sass and Less.

### Developer/Consultant

**CustomWare Asia Pacific**

July 2010 - January 2012

Web UI development for client customisations of Atlassian Confluence. Best practice consulting and system upgrades of various Atlassian tools.

## 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*