John **Ranola**

address 6 Watkin Tench Parade, Pemulwuy, NSW 2145
phone 0430 962 452
email john@ranola.net
portfolio www.ranola.net

Mission Statement

To deliver delightful and intuitive digital experiences by practicing and embedding design thinking within the teams I operate in.

I will leverage my technical experience to push the boundaries of what is feasible, and my people engagement skills to bring the experience to reality.

Profile

UX designer looking to take my design skills honed in a large organisation and apply it in a new industry

Experienced working with multiple scrum teams with minimal supervision

Effective communicator capable of bridging the gap between delivery teams and project stakeholders

Experience & Employment

Commonwealth Bank of Australia

Experience Designer

December 2014 - Present

I am currently an Experience Designer in the Digital Business team, working on projects to improve the online banking experience for small business customers of Australia's largest bank.

My main responsibilities include creating design concepts to solve business problems, socialise these ideas with stakeholders and prepare research activities for insight gathering. Then I work directly with an agile delivery team to bring these ideas to life.

I've worked across a number of customer segments such as consumer banking, insurance and wealth management. You can read more about my case studies on my online portfolio (see resume header).

I also spearheaded the initial push to establish a design system within the bank, Honeycomb. I designed and built our first UX pattern library proof of concept which was used to secure funding for a dedicated project to progress it further.

Software Engineer

November 2013 - December 2014

Previously I was a front-end developer for the Insurance origination and Credit Cards origination projects. Within a year I was asked to mentor an engineering intern to recognise and develop my leadership skills.

My engineering background, particularly at CommBank, allows me to have a deep understanding of how our agile scrum teams operate. This means I am able to adapt quickly to new teams, resulting in smoother delivery execution.

Technical Business Analyst

February 2013 - November 2013

This was my first rotation as a Commonwealth Bank graduate. I coordinated between vendors, system owners and operations teams to deploy security patches on production and test IT systems.

Along with another graduate, we discovered an inefficiency in our backup procedures and drove the initiative to realise the savings of over $1 million per year. On the side, I helped establish a unique brand for my team by developing image assets for use in our various communication channels.

Education

University of Technology, Sydney
Bachelor of Information Technology
with Distinction

March 2010 - November 2012

Part of the UTS BIT Co-operative Scholarship Program
Member of Dean's List for Undergraduate IT in 2010,
2011 and 2012

Girraween High School
Higher School Certificate

February 2004 - November 2009

Held senior leadership positions - Peer Support Leader
and Prefect
Represented school at Basketball and Volleyball
teams

References

Available on request.

Interests & Other Skills

Aside from living and breathing user experience
design, I love to play basketball and volleyball.
I currently train with the Baulkham Hills Volleyball
club and have represented the club at recent
tournaments.

My graphic design hobby for the past 10 years has
informed and influenced my aesthetic tastes, and my
recent interest in photography has taken this to the
next level. I can also speak and understand Tagalog
(Filipino) and Japanese at an intermediate level.