

JUHEE JAIN

PORTFOLIO: WWW.JUHEEJAIN.COM | PASSWORD: [saveearth](#)

EXPERIENCE

Senior Product / UX Designer, Security & Privacy – Mozilla

AUGUST 2023 - PRESENT (CONTRACT)

- Crafting unified native app experiences across Android and iOS while accounting for Material & HIG conventions, accessibility and overall usability
- Scoping and solving design problems: starting with existing Firefox research and data through exploration, iteration, feedback from internal stakeholders, and evaluative testing
- Delivering production-ready specs and managing the end-to-end design process through implementation, release, and post-release with cross-functional teams.
- Collaborating with other team members including Product/UX and Content Designers, User Researchers, Product Managers, and Engineers.
- Contributing to the Firefox mobile design libraries and aligning with the Firefox design system, alongside auditing for accessibility
- Advocating and incorporating best design practices for inclusive design

UX Design Lead – Capital One • FEBRUARY 2022 - OCTOBER 2022 (CONTRACT)

- Collaborated with cross-functional teams to align product goals and advocated for user needs through the design process
- Owned and led the end-to-end design process, designing user flows, wireframes, journey maps, and interaction models for design systems, dev. hand-off, & launch
- Ensured accessible interfaces and deliverables with WCAG & inclusive UX patterns
- Led effective storytelling and presentation of visual concepts to various stakeholders

Freelance Designer – Juhee Jain Design LLC • 2012-PRESENT

Over +200 client projects completed (SaaS, B2B and more), highlights including:

- Redesigning the Registry feature at **The Knot** resulting in a higher engagement rate
- A kiosk for **Vibrent Health** that measured key health metrics
- Management of the end-to-end design process for internal applications at **Qlarant**

Lead UX Designer & Researcher – Total Brain • SEPTEMBER 2020 - OCTOBER 2021

- Conducted 40+ user tests to learn about our users and design based on data
- Collaborated with cross-functional teams to design over 20+ thoughtful features (with 5-10% engagement increase on avg)
- Presented design intent & rationale to stakeholders, advocating for UX
- Contributed to the company's design system, and optimized design workflows and feedback loops for efficiency and effectiveness

Product Design Lead – Angie's List (formerly mhelpdesk) • JANUARY 2019 - OCTOBER 2019

- Established and improved internal design processes for increased efficiency
- Implemented a cohesive user research strategy to increase user engagement
- Spearheaded the apps payments & Square integration flow resulting in an est. +19% higher engagement rate

Content Designer – Heart Rhythm Society FEBRUARY 2017 - FEBRUARY 2018

- Created all digital marketing content alongside video editing and maintaining a strong multi-channel brand presence

Lead Graphic Designer – Sustain Creativity • MARCH 2015 - MARCH 2016

- Managed creative strategy, client relations & cross-channel social media presence, growing brand engagement by 300%
- Executed +100 projects for clients across visual, web, & marketing design

CONTACT

703.889.0305

juhee.jain@gmail.com

SKILLS

Design proficiencies: Across iOS, Android, Web, Tablet, Information Architecture, Wireframing, Rapid Prototyping, Agile Methodologies, Lean UX, Design Leadership & Operations

Design Tools: Figma, Sketch, HTML, CSS, Adobe Creative Suite, Invision, Proto.io, Zeplin, AdobeXD

User Research: Competitive Analysis, User Stories, Personas, & Interviews, Affinity Mapping, A/B Testing, Surveys

Languages: English, Hindi, Spanish (basic)

EDUCATION

BA, Psychology and Fine Arts, Digital Media Concentration
George Washington University

CERTIFICATIONS

Product Design, Udacity
UI/UX Design, Thinkful
Web Design, Skillcrush
Web Design, Google

VOLUNTEERING

Mentor, SHINE Program, AIGA
Speaker, *Dreamwakers*
Design Mentor,
Entrepreneurship Program,
Gallup