

Juhee Jain

UX Design Lead

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Professional summary

A design leader with +10 years of experience across web, content, UX, and product design, 50+ features launched, serving over 425 million customers worldwide.

Links

Portfolio (Password- userfriendly): www.juheejain.com.

Skills

iOS, HIG Design (*Expert*), Android & Material Design (*Expert*), Web Design (*Expert*), Information Architecture (*Expert*), Wireframing (*Expert*), Prototyping (*Expert*), Agile (*Expert*), Lean UX (*Expert*), Design Leadership (*Expert*), Figma (*Expert*), Sketch (*Expert*), HTML (*Beginner*), CSS (*Beginner*), Adobe Creative Suite (*Expert*), User Research (*Expert*), A/B Testing (*Expert*),

Employment history

UX Design Lead, Small Business Banking (Contract), Aug 2024 - Present

Capital One

- Facilitating and leading workshops to create alignment amongst dev & product partners
- Conducting research with small business owners to identify pain points & mental models
- Conceptualizing and designing a new dashboard to address SBO needs

Senior Product Designer, Security & Privacy (contract), Aug 2023 - Aug 2024

Mozilla

- Crafted unified privacy and security native app features across Android iOS while accounting for Material & HIG conventions, accessibility and overall usability
- Scoped and solved design problems: starting with existing Firefox research and data through exploration, iteration, feedback from internal stakeholders, and evaluative testing
- Delivered production-ready specs and managed the end-to-end design process through implementation, release, and post-release with cross-functional teams
- Collaborated with other team members including Product/UX and Content Designers, User Researchers, Product Managers, and Engineers
- Contributed to the Firefox mobile design libraries and aligning with the Firefox design system, alongside auditing for accessibility
- Championed best design practices for inclusive design

UX Design Lead, Card Partnerships (contract), Feb 2022 - Oct 2022

Capital One

- 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 stakeholders

Freelance Designer, 2012 - Present

Juhee Jain Design LLC

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, Sep 2020 - Oct 2021

Total Brain

- 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)
- Contributed to the company's design system, and optimized design workflows and feedback loops for efficiency and effectiveness

Product Design Lead, Jan 2019 - Oct 2019

Angie's List (formerly mbelpdesk)

- 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, Feb 2017 - Feb 2018

Heart Rhythm Society

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

Lead Graphic Designer, Mar 2015 - Mar 2016

Sustain Creativity

- 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

Education

BA, Psychology and Fine Arts

George Washington University

Digital Media Concentration

Courses

Product Design

Udacity

UI/UX Design

Thinkful

Web Design

Skillcrush

Web Design

Google

Languages

English (*Native*), Hindi (*Native*), Spanish (*Novice*).

Additional information

Volunteering

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