Jonathon Juvenal

Hi, I'm Jon :) I'm a principal UX designer who lives in Salt Lake City, Utah. I've worked in a number of industries including Healthcare, Finance, Automotive, Genealogy, Design Agencies and Home Security + Automation. On the side I write articles about my work and design my own software products.

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Design

Research

Coaching + Mentoring

Design Systems

Principal UX Designer │ CHG Healthcare
JUL 2022-FEB 2024

CHG Healthcare was the largest and most successful recruiting agency for doctors and nurses in the United States. I was promoted to principal about two and a half years after I started working at CHG.

- Led our first ever design system project from inception, including running weekly discussions with the nine designers to help them create a shared component library
- Led all the other aspects of a design system including documentation, building Figma components, collaborating with engineering and teaching the designers how to use it
- Mentored and coached nine UX designers and four UX researchers in design, research and personal development
- Created, planned and ran a workshop on workshops for our designers and researchers to teach them how to confidently plan and run workshops on their own

Senior UX Designer │ CHG Healthcare
OCT 2019-JUL 2022

When I was first hired at CHG I was a senior designer on our provider facing product team

- Lead designer working with product managers and engineers to research and design new features and services
- Planned and lead two large research projects where myself, a designer, product manager and researcher interviewed and designed directly with our users for two months
- Lead designer on a credentialing project which took our large online credentialing forms and streamlined the experience to be faster and easier for our users
- Lead designer on an availability project, researching and designing a feature that allowed the provider to continually notify their rep their current work availability
- Lead designer on an application pre-fill project that lead the provider through the process of using their NPI number to pre-fill their credentialing application

Senior UX Designer │ OODA Health
APR 2019-AUG 2019

OODA Health was a mid-sized startup developing two software products—a patient billing system and claims management software

- Lead designer on the claims management software where I worked closely with the product managers to research and design a claims management enterprise application
- Championed remote and in person research, created the opportunity for us to observe multiple claims managers doing claims management to better understand their needs
- Successfully created a robust prototype of our claims management software that could be used by our product managers to secure more funding
- Led the creation of our design system for both our software products

Design

Research

Coaching +
Mentoring

Design
Systems

Senior UX Designer | SilverVue JAN 2017-DEC 2018

SilverVue was a mid-sized startup looking to increase revenu with software and hardware solutions for hospital case managers

- I was a design team of one responsible for providing UX design and research for all of our software products
- Stepped into the SilverSearch tablet project already in development and significantly improved the user experience while still hitting our deadlines
- Led the design of our post-acute care provider admin console from inception to launch, worked closely with the product managers and engineers to deliver on time
- Led the design of two separate medicare software products that helped doctors record and report their progress on CMS quality measures

Sr UX Designer & Creative Director | JellyJar APR 2016-JAN 2017

JellyJar was a four man creative agency that helped start ups and small companies by providing them with many UI and UX services until they could hire their own design staff

Sr UX Designer | Dealertrack Technologies APR 2015-NOV 2015

Dealertrack Technologies was a long established software company for car dealerships that provided software solutions for every department at the dealership from service to payroll

Sr UX Designer | Apex EDI APR 2012-FEB 2014

Apex EDI provided software to small to mid sized doctor's offices that needed to electronically deliver their medical and dental claims to insurance companies for payment

Sr UX Designer | Vivint JUN 2011-MAY 2012

Vivint was a highly successful and Utah grown home security and automation company that has become one of the largest and most successful companies in that market

UX Designer | OneGreatFamily.com MAY 2006-JUL 2011

OGF was a small to mid-sized genealogy software company that had put together the world's largest family tree by stitching together many individual family trees

UX Designer | Ancestry.com MAR 2004-FEB 2006

Ancestry was the largest and most successful genealogy software company providing all the services and historical data sets to beginner and advanced genealogists

+12 More
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Certification

Brigham Young University – BA in Design
Cooper U – Interaction Design workshops
Pragmatic Marketing Certified – Level I (PMC-I)
Pragmatic Marketing Certified – Level II (PMC-II)
Pragmatic Marketing Certified – Level III (PMC-III)