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.

jonathonjuvenal.com

jonathon.juvenal@gmail.com

medium.com/@jjuvenal

linkedin.com/in/jjuvenal/

dribbble.com/jjuvenal

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

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Senior UX Designer │ SilverVue   JAN 2017-DEC 2018

SilverVue was a mid-sized startup looking to increase revenue 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, working 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 creative agency that helped start ups and small companies, providing them with many UI and UX services until their company could hire their own designers

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 for small to mid sized doctor's offices that needed to electronically deliver 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 became 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
linkedin.com/in/jjuvenal

Related Education

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)