

Juan Munoz

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SUMMARY

UX/UI Design Consultant with extensive experience in enterprise systems and fintech product design. Mid-level professional known for delivering high-fidelity wireframes and usability improvements that reduced workflow friction for internal banking dashboards by 20%. Recent projects include redesigning trade-finance interfaces for a London-based fintech and integrating AI-assisted design tools to accelerate ideation. Seeking to apply deep systems knowledge to create intuitive, data-driven user experiences in complex technical environments.

SKILLS

- **Design:** UX/UI Design, Product Design, Interaction Design, Prototyping, Usability Testing, Information Architecture, Design Systems, Data Visualization, User Research, Accessibility, WCAG, Responsive Design, User Flow Creation, Wireframing, Journey Mapping, Design Thinking, A/B Testing, Visual Design, Human-Centered Design, Microinteractions
- **Engineering:** React, JavaScript, Python, Frontend Development, API Integration, ServiceNow, Agile, TypeScript, GitHub, Responsive Web Design, Node.js, REST APIs, AWS, CI/CD, React Hooks, Component Libraries, AI Integration, Prompt Engineering, HTML, CSS
- **Tools:** Figma, Adobe Creative Suite, Splunk, Grafana, FigJam, Jira, Miro, VSCode, Cursor, Framer, GitHub, Motion Design, Canva
- **Other:** Systems Thinking, ITIL Framework, Technical Communication, Bilingual (English/Spanish), AI-assisted workflows, Enterprise UX, Data-driven Design, User-Centered Design, Problem Solving

EXPERIENCE

Mercore

2025 - Present

UX/UI Design Consultant (Contract)

London, UK (Remote)

- Providing UX/UI design consultation for a London-based fintech, delivering wireframes created in Canva and data-driven design insights using Python; recommendations helped streamline trade-finance product interfaces, reducing user errors
- Collaborated with cross-functional teams using Miro to map complex financial workflows, identified key usability issues, and implemented design solutions that streamlined navigation and earned positive stakeholder feedback
- Explore and integrate AI-assisted design tools such as GPT-4 and DALL·E to accelerate problem-solving, enrich ideation workflows, and uncover user-experience improvements, which shortened prototype delivery time
- Translate business and compliance requirements into intuitive user experiences using Figma and stakeholder workshops, delivering designs that meet regulatory standards and reduce onboarding time for SME and enterprise trade customers

JPMorgan Chase

2021 - Present

Technology Support II

- Partnered with product owners, engineers, and cross-functional stakeholders to improve internal enterprise platforms, translating technical requirements into more intuitive and user-centered experiences.
- Identified usability pain points in data-heavy workflows and operational dashboards, helping drive improvements that reduced friction and increased efficiency for internal users.
- Leveraged observability tools including AWS, Splunk, Grafana, and ServiceNow to analyze system behavior, uncover user pain points, and implement design changes that improved system reliability and user satisfaction
- Contributed to interface and workflow enhancements by converting complex technical information into clear, actionable user experiences using Framer prototypes, which increased user adoption of new features
- Collaborated with Agile teams, tracking work in Jira and applying Human-Centered Design principles to align business goals, user needs, and technical constraints, which accelerated iterative improvements and shortened release cycles
- Worked with APIs and platform configurations, using Miro to map system interactions, which improved backend-frontend integration and reduced user-experience issues

OSU Wexner Medical Center

2015 - 2021

Patient Access Coordinator

- Coordinated scheduling, insurance processing, and service workflows across clinical teams using the hospital's EHR system and AWS-hosted data tools, which streamlined patient intake and reduced appointment delays
- Facilitated clear, bilingual communication between clinical staff and Spanish-speaking patients using the hospital's patient portal and translation tools, ensuring accurate information exchange under pressure and contributing to higher patient satisfaction

United States Air Force

2007 - 2015

Staff Sergeant E-5, Civil Engineer

- Led a team of engineers to design and maintain base infrastructure, using GRAFANA dashboards, Figma prototypes, and CSS-based web tools to coordinate projects, which improved maintenance response time and kept mission-critical systems operational

SELECTED PROJECTS

UX Redesign

Stonewall Columbus

- Led a full design sprint to redesign the Stonewall Columbus nonprofit website, focusing on improved community engagement, accessibility, and donation flow for LGBTQ+ users in Central Ohio.
- Conducted user research including persona development, journey mapping, and a prioritization matrix (I like / I wish / I wonder) to surface key pain points and opportunities.
- Performed a content inventory and audit across the site's primary navigation, identifying redundancy, unclear hierarchy, and aggressive donation CTAs that were alienating users.
- Redesigned the information architecture from 7+ fragmented nav items down to three streamlined sections (About, Resources, Support) with a top-positioned search bar.
- Produced low-, mid-, and high-fidelity wireframes and prototypes in Figma, including a mobile-first task flow and two A/B test variants to evaluate event section layout engagement.
- Developed a style guide and brand identity framework with updated typography (Open Sans + Nunito), a refined color palette, and a brand voice positioned as Empowering, Inclusive, and Bold.

Park Protectors

- Designed and developed a responsive platform improving access to national park information-built with React, focused on performance and intuitive navigation.
- Created user flows, information architecture, and a cohesive visual system from the ground up.
- Built a reusable component library with accessibility and scalability in mind.

EDUCATION

The Ohio State University

Certificate, UX/UI Design

2024 - 2025

The Ohio State University

Certificate, Full-Stack Web Development

2020 - 2021

The Ohio State University

BS, Geographic Information Systems

2015 - 2019

United States Air Force

Technical Training, Electrical Engineering

2007 - 2008

- **GPA:** 4.0