

Molly Johnson

NEW PRODUCT DESIGN + STRATEGY LEAD

EDUCATION

CARNEGIE MELLON UNIVERSITY

Master of Design, Interaction Design 2014

UNIVERSITY OF CINCINNATI

DAAP Bachelor of Science, Digital Design 2011

SKILLS

Design Research

Design Strategy

Interaction Design

Digital and Physical Prototyping

Storytelling + Communication

Strategic Visioning

Design Thinking Facilitation

Team Coaching + Mentorship

AWARDS

Learning to See, Seeing to Learn

Best in Category, Interaction Awards 2015

PATENTS AND PUBLICATIONS

PATENTS:

Configuring as set of applets on a battery-less transaction card

Transaction card mode related to locating a transaction card

Smart card secure online checkout

Presentation box for a transaction card

PUBLICATIONS:

Frontiers in Education 2017: Development and results from user testing of a novel robotics kit supporting systems engineering for elementary-aged students.

CONTACT

portfolio: mollyj.com

email: me@mollyj.com

EXPERIENCE

PRODUCT DESIGN LEAD

Capital One Center for Machine Learning, April 2019–Present

At Capital One's Center for Machine Learning I lead a team of 5 designers and researchers in developing a new machine learning platform for thousands of associates. The platform simplifies the processes of developing and implementing machine learning models and managing model risk.

I work closely with product and engineering leadership to define long-term strategies to ensure platform success and coach my team through the design process to deliver a high quality experience and help them grow in their careers. I also work regularly with executive stakeholders to drive user-centered decision making and ensure strategic alignment through presentations and workshop facilitation.

PRODUCT DESIGN LEAD

Capital One Labs, Product Designer, June 2014–January 2017

Capital One Labs, Product Design Manager, January 2017–January 2019

Capital One Labs, Product Design Lead, January 2019–April 2019

At Capital One's innovation lab I designed new products and services to improve customer's experiences with Capital One and identified new business opportunities for Capital One. I led design through exploratory research, product strategy, interaction design, prototyping, and piloting and managed a small team of designers.

I developed research methods to facilitate tough conversations with people about their money and synthesized learnings into actionable insights and frameworks. During the design phase I prototyped consumer facing mobile apps, IoT devices with alternative displays, and data driven visualization tools for internal fraud investigators. Finally, I worked closely with engineering teams and business partners to pilot products and chart strategic visions for product success.

USER EXPERIENCE DESIGNER

Nectarine Group, July 2011–July 2012

Interactive design intern, September 2010–December 2010

At Nectarine Group I wore many hats. I followed client projects from concepting and interaction design to visual and motion design. I created user centered interfaces for consumer electronics, mobile and web applications, and automotive interfaces with a focus on storytelling as an integral part of the design process. I regularly collaborated with and presented my work to clients.

TEACHING ASSISTANT

Carnegie Mellon University, August 2012–June 2013

I was a teaching assistant for graduate prototyping and graduate design studio classes. I assisted students and instructors with assignments and critiques and planned and facilitated a weekly workshop focused on design fundamentals for students who entered the graduate design program without a background in design.

DESIGN INTERN

Smart Design, June 2013–August 2013

Luxurious Animals, April 2010–June 2010

Transmissions LLC, September 2009–December 2009

Hello Design, April 2009–June 2009 & September 2008–December 2008

Blue Diesel, April 2008–June 2008

Interning was an integral part of my education. Internships allowed me to explore the country, what type of work I wanted to do, and what type of company I wanted to work for. Over the course of 5 internships I worked as an interaction designer, a graphic designer, and front end developer for mobile, tablet, and web applications as well as consumer electronics devices. The experience of working with more experienced designers and interfacing with clients was invaluable and has helped shape my career path.