

Molly Johnson

PRODUCT DESIGN 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 thinking facilitation
Interaction design
Digital and physical prototyping
Storytelling + communication
Strategic visioning
Mentorship

AWARDS

Learning to See, Seeing to Learn
Best in Category, Interaction Awards
2015

PATENTS + 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

PUBLICATIONS

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

CONTACT

mollyj.com
me@mollyj.com

EXPERIENCE

PRINCIPAL PRODUCT DESIGNER

Root Insurance, Pricing, August 2020-Present

As the first designer on a deeply business-driven team, I ensure Root is taking a customer centric approach to how we define and price insurance coverage. I lead design work from definition to execution, working closely with product managers, actuaries, engineers and data scientists to develop profitable and customer centric insurance coverages and policies. I create journey maps, lead workshops, and collaborate with user researchers to enable our cross functional team to understand how new coverages, policies, and updates to our pricing model will impact the customer's experience and design web and mobile interfaces to bring these updates to market in a usable and understandable way.

SENIOR PRODUCT DESIGN MANAGER

Capital One, Center for Machine Learning, April 2019–August 2020

In a player/coach role, I lead a team of 4 designers developing a platform for thousands of model developers at the company. The platform simplified the processes of developing and implementing machine learning models and rigorously managing model risk.

As an individual contributor, I worked closely with my research partner to define a learning agenda and conduct research to help us deeply understand the model development process. In collaboration with cross functional partners, we synthesized that research and defined the highest impact focus areas for an MVP. While members of my team designed the MVP, I planned and facilitated a workshop that included a diverse set of executives, users, and product teams building internal tools, to set a vision for how a fragmented tooling ecosystem could evolve into a seamless experience for associates. I also regularly conducted working sessions with executive stakeholders and peers to drive user-centered decision making and ensure alignment towards a connected system of tools.

SENIOR PRODUCT DESIGN MANAGER

Capital One Labs, Senior Product Design Manager, January 2019–April 2019

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

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

At Capital One's innovation lab, I took new product ideas from 0 to 1 by identifying opportunities to improve customers' financial wellness and grow Capital One's business. Typically as the only designer on a team, I led research and design through exploratory research, problem and product definition, interaction design, and implementation. I managed two junior designers my last year and a half in the role.

I conducted user research to better understand how people manage money and credit and synthesized learnings into actionable insights and frameworks that enabled me and my cross functional partners to identify new product opportunities. The products I designed spanned new customer facing mobile apps, IoT devices, and data driven visualization tools for internal fraud investigators. Finally, I worked closely with product, engineering, and business partners to pilot new experiences and transition successful products to enterprise teams for long-term investment.

USER EXPERIENCE DESIGNER

Nectarine Group, July 2011–July 2012

Interactive design intern, September 2010–December 2010

At Nectarine Group 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. I regularly collaborated with and presented my work to clients.

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. 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.