

MICHAEL ALLEN JOHANSEN

Intersecting a love of technology, helping people & purpose-driven change.

UX DESIGNER

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Spokane, WA, USA

EXPERIENCE

2018–PRESENT

UX Designer – Freelance

Impact: Increased intake form goal 462% for website client.

Process: Competitive analysis, heuristic evaluation, user research, journey mapping, content design, prototyping and testing.

2015–2018

Graphic & Web Designer – Freelance

Impact: Translated brand identity and mission values across a variety of mediums (websites, logos, events and campaigns).

Process: Market research, content design, sketching, mockups, iterative design, branding guidelines and training at handoff.

2015-2016

Crisis Counselor – Seneca Family of Agencies

Impact: Improved cross-functional team collaboration processes and increased efficacy of 2-week workshop.

Process: Designed process flows. Increased accessibility of workshop by diversifying communication/interaction methods.

2012-2015

Program Coordinator – StarVista YDI

Impact: Helped decision-makers better understand student needs through targeted research.

Process: Designed and administered generative & evaluative survey to 2500+. Analyzed results, synthesized data, created recommendations and presented findings to stakeholders. Designed data-driven projects to address root issues.

2010-2012

AmeriCorps Member – StarVista Crisis Center

Impact: Trained thousands of community members, students and volunteers on suicide prevention methods.

Process: Designed and conducted trainings and workshops with cross-functional team members.

DESIGN SKILLS

Design Thinking

Human-Centered Design

User Research

Competitive Analysis

Brainstorming/Concepting

Information Architecture

Prototyping

Content Design

Visual Design

Accessible Design

User & Preference Testing

Design Systems

Typography

VUI Design

Graphic Design

Interaction Design

TOOLS

Figma

Usability Hub

Optimal Workshop

Miro

Webflow

Google Analytics

Adobe XD

Adobe Illustrator

Zeplin

Alexa Developer Console



EDUCATION

2018–2019

UX & VUI Design – CareerFoundry

Description: 500+ hours of training/mentoring with industry leading Product Designer and Senior VUI Designer.

Focus: Project-driven curriculum teaching user-centered design, mobile-first & responsive design, emotional & visual design.

Generative & evaluative research, user & system personas, business requirements, information architecture, user flows and journey maps.

Iterative wireframing & prototyping, usability & preference testing, ethics & accessibility and documentation & presentation.

2019

Enterprise Design Thinking Practitioner – IBM

Trained to apply design thinking at the speed and scale of enterprise.

2018

Graphic Design Coursework – SD City College

Typography, Graphic Design History and Basic Graphic Design.

Presented design decisions and engaged in group critiques.

Created a graphic design history coffee table book, fiction cover redesign, graphic translation project, print advertisements, and a range of typographic exercises.

2005–2009

B.A. in Cross-Cultural Studies – Whitworth College

Focused on understanding and communicating across divergent worldviews, perspectives and experiences.

Studied root causes at the micro, mezzo and macro levels.

Emphasis on cultural humility, promoting stakeholder voices and cross-functional team collaboration.

SOFT SKILLS

Empathy

Group Facilitation

Presentations

Cultural Humility

Collaboration

Curiosity

Openness to feedback

Vulnerability

Assertiveness

Relatability

Conflict Mediation

Patience

PROJECTS

iOS Mobile Prototype

VUI Recipe Alexa Skill

Website Redesign

SaaS Dashboard Tool*

Gig Economy Responsive Website*

Responsive Website Redesign*

**In progress*

LINKS

MAJohansen.com

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