

Melinda L. Bonneville, C.U.A., M.S. UXD

melinda.bonneville@yahoo.com | www.mlbonneville.com | c. 614-357-3865

PROFILE

User Experience professional with over 20 years of experience. Possesses a genuine understanding of cognitive processes and how they influence human-computer interactions. Uses data, research, and testing to drive design that builds a solid foundation and inspires innovation. Creates genuinely effective and user-friendly designs through a strategic approach that includes fully understanding the business goals and processes, the user needs, and the technical considerations. Experienced working with multidisciplinary teams in both Agile and waterfall environments.

EXPERIENCE

FUSE AT CARDINAL HEALTH, LEAD USER EXPERIENCE DESIGNER: JULY 2020 – PRESENT

Lead designer for OutcomesMTM platform, pharmacy experience. Responsible for leading a team of designers through a platform transformation effort. I also create annotated sketches and design assets. I coordinate user research. Creating prototypes to support usability testing and product sales. Working with multiple product owners and development teams. I have designed products to support vaccination scheduling/reporting, clinical services, medication management and adherence.

LENDEAVOR, SENIOR USER EXPERIENCE DESIGNER: DEC 2019 – MAY 2020

I was the Lead UX Designer for all the Lendeavor Web Properties, including the leading application and the application management suite for lending agents. I played a fundamental role in our product development process, working side-by-side with product managers, software engineers, and business stakeholders to build high-performing and user-centric products designed to financially empower current and aspiring practice owners. I create annotated high-fidelity designs to support development efforts. I also planned and conducted research effort.

CHEMICAL ABSTRACT SOCIETY (CAS), SENIOR USER EXPERIENCE DESIGNER: 2015 – 2019

Senior Designer for the UX/UI redesign for one of the most widely used scientific research and discovery applications in the world. Responsible for designing the user interactions to support the search and display of over 100 million different organic and inorganic substances, supporting reference materials, reaction formulas, and commercial sources.

THIRTY-ONE GIFTS, INTERACTIVE EXPERIENCE MANAGER: 2013 – 2014

Responsible for the UX design and oversaw the UX development team. Led the enhancement of the overall user experience for the e-commerce websites and the order entry web application, which included a responsive web mobile application design.

CARDINAL SOLUTIONS GROUP, INC., PRINCIPAL II, UI/UX DESIGNER, UX TEAM LEAD: 2012 – 2013

Team lead responsible for managing the UX/UI design team for Nationwide Direct/Affinity Solutions. Provided visual design, user experience solution, and brand management oversight. Guided collaborative design session with IT and business partners to implement multiple SharePoint, web and mobile

application designs. Leveraged these technologies throughout the project: HTML, CSS3, SharePoint 2010/2013 Cloud.

BLUE DIESEL, SENIOR USER EXPERIENCE ARCHITECT: 2011 – 2012

Sr. User Experience Architect for an agency that specializes in website and iPad applications for clients in the healthcare/pharmaceutical industry. Created personas, sitemaps, storyboards, and conversation flow diagrams. Facilitated collaborative design sessions with clients, designers, developers, and strategists

AMERICAN ELECTRIC POWER, USER EXPERIENCE LEAD SHARED SERVICES: 2007 – 2011

Introduced and developed user experience strategies and processes for the IT Shared Services Application Development Group. Worked closely with developers, BSAs, and business stakeholders to translate complex processes into user-friendly applications. Trained and mentored interdisciplinary team members on UX practices and techniques in both Waterfall and Agile environments.

CITY OF COLUMBUS, USER INTERFACE DESIGNER /GIS APPLICATION DEVELOPMENT: 1993 – 2007

Web designer and project lead for 24 different city departments on several design and development projects. Supported the city's Intranet and internet websites, including payment components, focused on user-centered design methodologies and content management strategies addressing business objectives.

Developed and designed applications that helped automate city services, including mapping applications that track potholes, bridge inventories and plow route maps.

EDUCATION

Master of Science, User Experience Design, Kent State University, 2017

Certified Usability Analysts, Human Factors International

Bachelor of Fine Arts The Ohio State University

SKILLS

InVision, Sketch, Axure, Adobe XD, Adobe Creative Cloud, HTML, CSS, various user testing applications, processes and methodologies.