

Jonathan Heavner

jonathan.heavner@gmail.com • Kansas City, KS, USA • tenpixel.com/portfolio • in/jonathanheavner

SUMMARY

Senior Product Designer with over 15 years of experience turning complex ideas into simple, user-friendly products. I use research, prototyping, and testing to craft designs that improve usability and deliver measurable results. Skilled at leading cross-functional teams and managing projects from concept to launch. Known for balancing creative problem-solving with data-driven insights.

EXPERIENCE

Capstone IT – Senior Product Designer (Contract)

Feb 2024 – Present

- Leading redesign of a legacy inventory and POS system for auto parts retailers (O'Reilly Auto Parts, Auto Value).
- Partnering with stakeholders and engineers to deliver a modern, web-based solution using Electron.

Improving – Senior Product Designer (Contract)

Jan 2022 – Feb 2023

- Designed and prototyped web and mobile apps for clients, including Zappos and Buildertrend.
- Led research and analytics to identify user needs and validate solutions.
- Implemented iterative design practices that enhanced engagement and usability.

ShareCare – Senior Product Designer (Contract)

Jul 2021 – Dec 2021

- Directed the design of a mobile vaccine center solution, improving scheduling efficiency for healthcare staff.
- Delivered client-ready products using iterative testing and validation.

SelectQuote – Product Designer (Contract)

Jul 2020 – Jul 2021

- Enhanced the insurance agent platform by resolving design challenges that caused delays in quoting.
- Conducted agent research that streamlined the quote estimation process.

H&R Block – Product Designer

Jan 2019 – Jul 2020

- Designed tools that automated tax workflows, reducing the workload for Tax Pros.
- Collaborated with teams to deploy solutions in offices nationwide as part of a long-term optimization strategy.

Epiq Systems – Product Designer

Jul 2016 – Nov 2018

- Led redesign of a desktop app during transition to cloud-based systems.
- Consolidated multiple legacy apps into SaaS web platforms to enhance usability and speed development.

United Guaranty – Product Designer (Contract)

Dec 2015 – Jul 2016

- Ran research and usability testing to improve a new mobile app.
- Simplified mortgage insurance quote process, enhancing user experience adoption.

Dude Solutions – Mobile UX Designer (Contract)

Jan 2015 – Dec 2015

- Designed a mobile app for maintenance requests and work orders.
- Integrated features like speech-to-text and barcode scanning.
- Partnered with engineering teams to tie app functionality to a cloud platform.

Federal Reserve Bank of Kansas City – Senior UX Designer

Sep 2012 – Sep 2014

- Led research and design for Treasury initiatives using modern web technologies.
- Designed "Do Not Pay," a federal anti-fraud program under the Obama administration, saving agencies millions annually.

DST Systems – Lead Web Designer

Aug 2010 – Mar 2012

- Designed a tablet app for broker-dealers to visualize mutual fund activity in client meetings.

H&R Block – Lead Web Designer

Feb 2007 – May 2010

- Led research, design, and testing for HRBlock.com and TaxCut.com.
- Boosted conversions and engagement during peak tax season.

EDUCATION

- DeVry University (In-Progress) – Bachelor of Arts, Multimedia Design & Development
- Vatterott College – Associate of Science, Computer Programming

SKILLS

Research & Testing: User interviews, surveys, usability testing

Design Tools: Figma, Miro, UserTesting, HTML/CSS basics

Methods: Design thinking, prototyping, interaction design, information architecture

Collaboration: Cross-functional teamwork, mentoring, and issue resolution

AI & Emerging Tech: Generative AI, ChatGPT, Midjourney, Agents

Other: Jira, Trello, whiteboard strategy sessions