



Jonathan Corvin-Blackburn

Product Designer

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Skills

affinity diagramming
animation
annotations
component design
concept testing
content audits
illustration
information architecture
interaction design
journey mapping
prioritization
prototyping
research
roadmapping
systems thinking
usability testing
UX strategy
UX writing
visual hierarchy
wireframing
workshop facilitation

Tools

Figma
GSuite
InVision
Jira
Keynote
Microsoft Office
Miro
Principle
Sketch

Education

BS Family Studies
Miami University
08/2004–05/2008

Volunteerism

UX Design Mentor
Out in Tech
03/2021–05/2021

Board Member and Social Media Chair
Proud to Run 5K/10k
11/2012–06/2014

Honors

Employee of the Year
Asian Human Services
2011

Professional experience

Teachable

Senior Product Designer 09/2022–Present

Product Designer 05/2021–09/2022

Responsibilities

- Design both iterative improvements and end-to-end experiences for creators, students, and internal users on the Teachable platform
- Act as design lead for my cross-functional development pod, partnering with the product and engineering leads to build an outcome focused roadmap that solves user problems and meets business goals
- Contribute to the Uni design system and work to continually improve the visual design and consistency on the platform
- Conduct user research ranging from generative interviews to drive a project's direction to usability tests to reduce risk and ensure my designs are usable
- Plan and facilitate efficient and effective workshops to generate new ideas, make decisions, and drive alignment
- Partner with engineers on implementing designs, ensuring we're building interfaces that are high quality and polished
- Lead our design team's feedback sessions and act as a coach and mentor on providing helpful feedback

Project highlights

- Completely redesigned our course learning management system with a modern and usable interface that solved users biggest pain points and increased satisfaction from 69% to 82%
- Designed a new course setup experience to better guide users through their initial journey while remaining flexible enough to fit all the different ways a course can be structured
- Fine tuned a proof of concept and brought our first AI tool to market, a tool to generate course outlines that is now used by 32% of new schools
- Improved our course previewing experience, a critical "aha moment" for our users, by mapping out the ideal state and working with product and engineering to resolve bugs and behavior that were preventing creators from achieving their tasks
- Redesigned our internal search tool, taking an overly complicated number of inputs and simplifying it into a single search box that is equally effective at returning accurate results

Grubhub

Product Designer 08/2019–04/2021

Associate Product Designer 11/2018–08/2019

- Designed experiences for users in the primary restaurant product, Grubhub for Restaurants
- Worked as the sole Product Designer on projects, seeing it throughout its entire lifecycle
- Partner with Product Managers to analyze data and identify potential root causes and to align on business goals and constraints
- Partnered with UX researchers to narrow in on what we want to learn and create assets and prototypes to test
- Explored and concepted the interactions, hierarchy, and visual design of interfaces—including the occasional illustration
- Acted as the subject matter expert for the Restaurant Self-Onboarding product, and continued to assist in maintaining it
- Facilitated workshops and brainstorming sessions to diverge on solutions and push our products forward.
- Contributed to our design studio by providing critique and feedback, and led a project to redesign our entire critique process

Designation

UX Designer 02/2018–08/2018

- Collaborated with fellow UX designers in an immersive digital design apprenticeship where I honed my skills and process in a sprint-structured environment
- Gained proficiency in user research, particularly qualitative methods of identifying user needs and testing solutions in the form of concepts and prototypes
- Utilized the empathy skills I developed throughout my career to get to the root of user problems and design for them
- Developed technical skills in organizing information visually and architecturally, and using established design patterns to create digital interfaces that users can interact with without a learning curve
- Acted as a leader on my teams by ensuring that our process was egalitarian yet productive
- Partnered with stakeholders to meet business goals and design the UX for three products: Homebuddy, Urban Array, and WeWork