

JONAH GOODMAN

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Tools

Figma
Sketch
Miro
Balsamiq
Adobe CC
Zero Height
Dovetail
UserTesting
Jira
Confluence
Pendo

Employment

Gartner Jan 2019 - present

UX Manager for a team of UX and UI designers at Gartner Digital Markets, a B2B platform that helps 100M+ buyers find the right software for them.

- Leads product design enhancements for an auction based ad platform, generating \$100M+ annually, that is the primary revenue driver for the business
- Designed next best action recommendation system and user journey strategy resulting in \$900K a month in additional revenue
- Implemented the business unit's first design system, leading to a ~30% reduction in front-end build time across three scrum teams
- Established my business unit's UX Research program
- Founded my business unit's design thinking group and received a senior leadership sponsor to design and facilitate sessions to support employee retention. Employee retention scores increased from 3.1 to 4.3 (out of 5).
- Serving as a UX design mentor within Gartner

Teal Media Oct 2015 - Nov 2018

Senior UX Designer and Manager. Led design, research, and account management for a portfolio of clients including: National Institutes of Health (NIAID, NINDS), Council on Foreign Relations, Priorities USA, and NewSTEPS.

Association of American Medical Colleges Sept 2011 - Sept 2015

Senior UX Designer. Managed a design team and design contractors in support of medical school services (MCAT, ERAS, AMCAS).

Democratic National Committee Oct 2007 - Dec 2010

Lead Designer. Responsible for leading design strategy.

Education

BFA Graphic Design, May 2001
Rochester Institute of Technology

Conferences: UXRConf, ConFig, Miro: Distributed, Design & Innovation: Design Thinking