

Jonathan Heavner

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SUMMARY

Senior Product Designer with 15+ years of experience designing complex products in regulated industries, including fintech, healthcare, and government. Known for simplifying difficult workflows, shaping clear interaction patterns, and helping teams build scalable design systems that improve usability and accessibility. Trusted partner to product and engineering teams when turning complex requirements into intuitive digital experiences.

EXPERIENCE

Hudson Insurance Group – Product Designer (Contract)

Sep 2025 – Present

- Conduct UX research and interaction design for digital tools that support crop insurance quoting and policy management. Simplify complex workflows used by agents and underwriters.
- Create UI patterns, wireframes, and high-fidelity prototypes that improve usability and visual consistency across Hudson's digital platforms.
- Work with marketing, engineering, and product teams to shape the UX strategy and apply design standards aligned with brand and accessibility guidelines.

Auto-Wares – Senior Product Designer (Contract)

Feb 2024 – Aug 2025

- Guided the UI direction for a major redesign of a legacy inventory and POS platform used by multi-location retail organizations.
- Created reusable UI patterns and component behaviors that improved product consistency and reduced implementation variance across engineering teams.
- Worked closely with engineering to translate design intent into scalable, production-ready UI specifications.
- Established interaction standards that supported long-term platform expansion and modernization.

Improving – Senior Product Designer (Contract)

Jan 2022 – Feb 2023

- Led UI and interaction design across multiple web and mobile client products, establishing consistent patterns that scaled across engagements.
- Defined interaction models and high-fidelity UI for complex workflows, balancing clarity, speed, and visual rigor.
- Partnered with product and engineering to validate design decisions through research, analytics, and iterative testing.
- Raised overall design quality through critique, pattern reuse, and hands-on craft leadership.

ShareCare – Senior Product Designer (Contract)

Jul 2021 – Dec 2021

- Designed UI and interaction flows for a mobile vaccine center solution used by healthcare staff in high-volume environments.
- Created mobile-first workflows that reduced cognitive load and helped healthcare staff complete scheduling and intake tasks faster.
- Established interaction patterns that supported accessibility and healthcare compliance requirements.
- Delivered polished mobile UI validated through iterative testing.

SelectQuote – Product Designer (Contract)

Jul 2020 – Jul 2021

- Redesigned agent workflows within a regulated insurance quoting platform to remove friction and reduce delays.
- Simplified complex decision paths through clearer interaction states, progressive disclosure, and stronger error handling.
- Collaborated with engineering teams to ensure UI specifications aligned with system constraints and compliance requirements.
- Improved speed and accuracy for agents working in time-sensitive quoting scenarios.

H&R Block – Product Designer

Jan 2019 – Jul 2020

- Designed UI and interaction flows for internal tax preparation tools used by thousands of Tax Professionals nationwide.
- Created reusable UI patterns that improved workflow consistency and reduced training friction.
- Focused on accessibility, accuracy, and performance within a highly regulated financial environment.
- Supported long-term platform optimization initiatives deployed across offices nationwide.

Epiq Systems – Product Designer

Jul 2016 – Nov 2018

- Redesigned UI during the transition from desktop software to cloud-based SaaS platforms.
- Consolidated several legacy applications by defining shared interaction patterns and reusable UI components.
- Worked with engineering teams to align UI architecture with platform constraints and long-term scalability goals.
- Improved usability while helping teams move faster through system-level design decisions.

United Guaranty – Product Designer (Contract)

Dec 2015 – Jul 2016

- Conducted research and interaction design for a native mobile mortgage insurance application.
- Simplified quoting workflows through clearer validation, state handling, and progressive disclosure.
- Built accessibility and compliance considerations into the mobile UI from the start.
- Delivered a mobile experience that improved adoption and reduced user error.

Dude Solutions – Mobile UX Designer (Contract)

Jan 2015 – Dec 2015

- Designed interaction and UI for a mobile maintenance application used by field teams.
- Defined platform-appropriate behaviors, edge-case handling, and real-time update patterns.
- Integrated barcode scanning and speech-to-text features that improved efficiency for mobile users.
- Worked closely with engineering to ensure performance and consistency across devices.

Federal Reserve Bank of Kansas City – Senior UX Designer

Sep 2012 – Sep 2014

- Designed UI and interaction models for Treasury and federal initiatives.
- Created and launched **Do Not Pay**, a cross-agency anti-fraud platform used across U.S. government agencies.
- Developed interaction models that balanced compliance, clarity, and scale across high-risk financial workflows.
- Introduced research-driven UI patterns that reduced errors and improved task efficiency.

DST Systems – Lead Web Designer

Aug 2010 – Mar 2012

- Designed UI and interaction patterns for financial tools used by broker-dealers, including a tablet application for client-facing data visualization.

EDUCATION

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

SKILLS

Design Leadership: Design strategy, design critique, mentoring, cross-functional collaboration

UI & Interaction Design: Native mobile UI (iOS & Android), state management, error handling, progressive disclosure

Design Systems: Component architecture, pattern libraries, usage guidelines, system consistency, and governance

Accessibility & Compliance: WCAG principles, inclusive UI patterns, regulated product design (fintech, healthcare, government)

Tools & Prototyping: Figma, advanced prototyping, design specifications, design QA, HTML/CSS literacy

Research & Validation: Usability testing, behavioral insights, qualitative and quantitative analysis

AI-Augmented Design: Generative AI for ideation, pattern exploration, prototyping support, and quality review