John Molendyk - Product Designer www.johnmolendyk.com | linkedin | molendykj@gmail.com

Human-centered product designer and systems thinker with 20+ years experience delivering elegant, efficient solutions for enterprise clients in financial services, healthcare, and technology. Skilled in leading design, research, and product strategy across complex, high-stakes environments. Comfortable working independently or with X-functional teams, John's work blends design, data, and systems thinking to deliver measurable impact—balancing business goals with user needs.

A lifelong learner with a passion for innovation, John earned a master's degree in Human-Computer Interaction and Design, advancing both professionally and personally in a field of deep expertise and enduring interest.

COMPETENCIES

- Research Strategy and Planning
- Product Roadmapping & Strategy
- Stakeholder Management
- Qualitative / Quantitative Research
- Information Architecture
- UX / UI Design & Interaction Design
- User / Task / Process Flows
- Data Analysis and Visualization

EDUCATION

- Masters of Human-Computer Interaction + Design - MHCI+D
- CSM - Certified Scrum Master
- CSPO - Certified Scrum Product Owner
- Six Sigma Black Belt - Qualtec
- BA Organizational Leadership

KEY ACCOMPLISHMENTS

- **Wells Fargo:** 100% of accounts balanced; zero losses, full compliance, architected and operationalized for continuity of wealth management account access.
- **Meta / Reality Labs**: 30% increase in new users of voice from single UI change.
- **Alliance Healthcare Services**: increased scheduling portal use by 300%.
- **Union Bank:** Delivered a no-code mortgage document repository housing 500+ production assets—launched ahead of schedule, IT-compliant, and built to scale.

EXPERIENCE

Product Designer (Consultant) - *Dec 2023 – Current*

- Guided several start-ups through product roadmapping and UX strategy for semi-annual/annual planning cycles.
- Expert evaluations / design recommendations for acquired and internally developed assets.

Caregiver (intermittent; later stages allowed for consulting) *Jan 2023 – May 2024*

- Provided caregiving support for a family member.
- Learning: AI (Prompts & Analysis / Human Factors in AI) Product Design (DesignerUp).

Senior User Experience Design Researcher
Meta / Reality Labs Sep, 2021 – Nov 2022

- Drove 54% of speech-to-text roadmap initiatives via generative and evaluative studies.
- Led roadmapping for iterative design through generative, evaluative, and usability studies to support quarterly KPIs and long-term strategy.
- Supported 0-to-1 and in-market product design across multiple work streams impacting AI, VR, AR, XR, wearables; collaborating with PM, design, data, engineering, marketing.

Master's Student - UX Researcher & Designer

UC Irvine / Monterey Bay Aquarium / IDEO, Aug 2018 – Aug 2021

- Master's Human-Computer Interaction + Design, UX strategy / product design.
- Led product design research with Monterey Bay Aquarium.
- Advanced Coursework: Artificial Intelligence, SQL / Big Data, Tableau.
- OpenIDEO: Product Design Challenges in Education.

UX Designer (Consultant)

Union Bank, Oct 2017 – Jul 2018

- Designed and developed a robust no-code document repository, meeting IT and regulatory standards, delivered in 30% of the budgeted time.
- Led cross-functional needs analysis to validate 5,000+ mortgage document assets, reducing the administrative footprint by 90%.
- Mentored non-technical team members from 10+ departments; UX best practices for design and development using SharePoint / InfoPath.

Lead Designer & Product Owner (Consultant)

Alliance Healthcare Services, Nov 2015 – Oct 2017

- Launched a national CX program using Qualtrics + Salesforce, reducing admin effort by 64% and request response times from 30+ days to under 48 hours.
- Roadmapped 15+ tools; transitioned and mentored product owners / dev partners.
- Increased adoption of 40% for the analytics platform.

Sr. Product Manager (BA / PM)

Plaza Home Mortgage ·Nov 2012 – Oct 2015

- Lead stakeholder needs analysis for implementation of an enterprise LOS for 600+ users.
- Designed and developed a scoring model to support enterprise software purchases.
- Managed 12+ service vendors for API implementation.

PREVIOUS EXPERIENCE

Researcher, Designer, Project Manager (Consultant) - Wells Fargo │ American Home Mortgage Servicing Inc. │ B Braun

Business Process Manager, Collateral Technology & Automation - New Century Mortgage

SOFTWARE / TECHNOLOGY

Design & Research: Figma, Adobe XD, Webflow, Miro, Mural, OptimalSort, Lookback, Qualtrics
Data & Analytics: Tableau, SQL (Intermediate), PostgreSQL (Intermediate), Python (Beginner)
Development: HTML, CSS (Advanced), Webflow (No-Code Development)
AI Tools: ChatGPT (Prompt Engineering, UX Research)