

Gillan Johnson

Experience Designer

About

I curate highly memorable and immersive experiences for humans within both physical and digital environments. I have a passion for sustainable and inclusive design and the visual and performing arts.

Work

Verizon | Express Store

Conducted user testing to inform how we optimize customer-facing tools and overall experience within the store, including at the self-serve kiosk. Concepted and delivered assets to develop.

AARP | AARP Rewards

Concepted and devliered assets for the rewards program catalog and activities repository. Created spec docs, presented to and collaborated with clients, etc.

ADT | ADT Commercial

Concepted and delivered a redesign of the customer-facing monitoring system. Created final specifications, mapped complex user journeys, etc.

The Coca-Cola Company | OneXP

Concepted and delivered a digital experience guide, including functional/accessibility specs, to be implemented for all Coca-Cola country webistes.

Humans Who Play | Follies

Helped to design and build a portable playground toy. Implemented SketchUp builds, laser cut prototypes, conducted user testing and competitive analysis, etc.

Education

Carnegie Mellon University

Graduated May 2018 | University Honors | Dean's List

College of Fine Arts | School of Design
Bachelor of Design | Environments Design
Minor | Gender Studies
Cumulative QPA 3.77 / 4

Experience

Senior UX Designer | AKQA

Washington, DC - present

Leading UX on various workstreams for Coca-Cola and sharing work both internally and in client presentations. Working closely with product management leads.

UX Designer | AKQA

Washington, DC - 2020-2022

Leading UX on various workstreams and often contributing to client-facing discussions around user experience for ADT Commercial and Capital One Travel.

Associate UX Designer | AKQA

Washington, DC - 2019-2020

Collaborated with designers and strategists on client projects including Verizon Express and AARP Rewards. Conducted user testing and created prototypes.

Design Associate | Humans Who Play

Washington, DC - 2018-2019

Interned with founder to work on a portable playground, creating digital assets & 3D prototypes, conducting user research & competitive analysis, curriculum research, etc.

Executive Producer | Lunar Gala

Pittsburgh, PA - 2017-2018

Managed 300+ participants from modeling/design, creative/brand, and PR/production teams. Obtained sponsorships & grants through local museums & donors.

Skills

Methods

UX - UI - Journey Mapping - Competitive Analysis
Wireframing - Digital & Physical Prototyping
Spec Writing - Design Strategy - User Research - Spanish

Tools

Figma - Sketch - Invision - Airtable - InDesign - Illustrator - SketchUp - Miro - Principle - Google Sheets - Photoshop