

# Jon Mcgugan

## Product builder

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[Portfolio](#)  
[Linkedin](#)

Outcome-focused design professional with 7 years of experience, known for strong collaboration, refined design craft, and research-driven thinking. Designs with both user impact and technical feasibility in mind.

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### + Work experience

#### Senior Product Designer | TELUS Health

2022 - Present

Lead our clinical and administrative tools team, collaborating with stakeholders, facilitating design reviews, and running research initiatives. Manage and align our Figma and code components, and co-lead our UX community to support tooling, workflows, and experimentation across the org.

- Reduced agent average handle time (AHT) by 8% through more efficient workflows aligned to user mental models
- Consolidated fragmented workflows by identifying inefficiencies and driving research-led improvements
- Contributed to shared component libraries across Figma and Storybook, supporting cross-functional collaboration

#### Product Designer | Morneau Shepell

2020 - 2021

- Launched a mobile-first absence reporting platform
- Ran discovery workshops with stakeholders
- Designed mobile-optimized web experiences
- Improved product utilization metrics
- Migrated Figma design system to Storybook (Angular)

#### Product Designer | Notion.mfg

2018 - 2019

- Streamlined discovery and purchase flows
- Created branding and marketing collateral
- Created dielines for mobile device skins

### + Projects

#### Miss.bingo

Multiplayer bingo game where players take photos to complete tasks

#### Burnpad.space

Ai image storage and sharing site (archived)

#### Limitedgrades.com

Magic the Gathering draft card rankings (design)

### + Technical Skills

Figma, Storybook, Nuxt, Vue, HTML, Modern CSS, JS, Typescript, Git

### + Education

#### Sheridan College

Bachelors of Illustration