ERIK
JOHNSON

Product Strategy Leader

I build teams that innovate and forge new partnerships through human-centered research & design thinking.

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Sr Manager, Design Thinking & Product Mgmt
Capital One, Chicago (2014 - present)

Founded and successfully scaled the "Flex Team", an innovation consulting function within the Partnerships organization, to 5 full-time members and 8 annual projects.

Coordinated and led design thinking curriculum, including the first external training for Capital One retail partners.

Led research and design for a new card servicing platform for Capital One retail partners which increased customer satisfaction and reduced time to market for updates and partner on-boarding.

Filed a patent for "Time is Money", a mobile-based retail concept that rewards customers for time spent shopping in store.

Senior Interaction Design Manager
Fjord / Acquity Group, Chicago (2011 - 2014)

Introduced a rapid prototyping offering and more efficient design studio methodology as a new value proposition.

Developed a design estimating tool which cut time to deliver RFP estimates in half.

Designed an "Innovation Lab" which increased cross-functional collaboration on internal and external work.

Launched multiple 4+ star rated apps and award-winning websites for high profile clients.

User Experience Architect
Accenture, Chicago (2008 - 2011)

Launched several products and services for large, high-profile clients across multiple industries.

Developed internal training and publications for user experience curriculum shared company-wide.

Led research and design for a ground-up redesign of the Accenture Portal intranet platform.

Entrepreneur and Freelance Consultant
Freelance, Chicago (2005 - 2011)

Co-founded and lead product management for a profitable startup company, Jump the Wait - a digital waitlist solution.

Launched two congressional campaign websites in 2007 and 2009 with Baron Hill who was elected both times.

Launched a Chicago city council campaign website in 2011 with James Cappleman who won the election.

Master of Science, Human-Computer Interaction
Indiana University, Chicago (2006 - 2008)

Bachelor of Science, Informatics & Computer Sci.
Indiana University, Chicago (2002 - 2006)