JONATHAN (JONNY) MAY

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SENIOR UX/UI DESIGNER | DIGITAL PRODUCT DESIGN

Strategic UX/UI Designer with 17+ years of experience crafting user-centric, accessible, and scalable digital experiences across hospitality, real estate, healthcare, and telecommunications. Adept at leading full-lifecycle design processes, collaborating in Agile environments, and optimizing interfaces for **user** engagement, conversion rates, and accessibility compliance. Strength in design systems, responsive UI, and front-end collaboration with product teams and developers.

KEY SKILLS
User-Centered Design | Responsive UI | HTML/CSS | Webflow | Figma | Adobe Creative Suite | Accessibility & WCAG Compliance | Agile & Sprint Collaboration

EXPERIENCE

Cool Blue Interactive – UX/UI Contractor
Atlanta, GA | Nov 2021 – Apr 2025

- Led UX/UI design for high-profile clients including CDC Foundation, Georgia Tech, and Cousins Properties, delivering responsive, accessible web solutions aligned with business goals.
- Created wireframes, prototypes, and interactive design systems, ensuring seamless usability across desktop and mobile platforms.
- Collaborated with developers in Drupal and other CMS platforms to optimize front-end content architecture and enhance site performance.
- Conducted usability audits, improving navigation clarity and user experience across complex digital ecosystems.

Cox Communications – UX/UI Contractor
Atlanta, GA | Apr 2024 - Dec 2024

- Designed UX flows for the Support Agent platform, streamlining interactions and enhancing service efficiency for Fiber product customers.
- Developed intuitive UI components for order fulfillment tracking, optimizing telemetry insights and workflow automation.
- Partnered with Agile product teams to translate business requirements into scalable, user-friendly digital solutions.

Atlanta Jewish Film Festival – UX/UI Contractor
Atlanta, GA | Jul 2021 – Nov 2021

- Redesigned festival website, enhancing navigation, usability, and mobile responsiveness for diverse audiences.
- Conducted card sorting exercises, refining site architecture and information hierarchy for optimal content discovery.

- Partnered with internal teams, external agencies, and developers to ensure a seamless handoff and execution.
- Delivered stakeholder presentations to communicate design rationale and secure alignment across teams.

InterContinental Hotels Group – Sr. UI Designer
Atlanta, GA | Jan 2012 – Aug 2020

UI designer on cross-functional teams delivering high-impact digital products across IHG's global brand portfolio. Translated UX strategies into responsive, visually cohesive interfaces optimized for multi-language, multi-currency deployment. Produced mockups, high-fidelity comps, and scalable style guides aligned with brand standards. Collaborated closely with UX Architects to bring wireframes and interaction models to life. Worked in Agile/Scrum environments with distributed development teams.

- **Loyalty Dashboard**: Designed the multilingual Loyalty Member Dashboard UI used by millions of IHG Rewards members to manage accounts and points. Developed flexible visual components to handle dynamic, business-driven content in 16 languages.
- **Global Booking Flow**: Owned UI for high-profile redesign of the "Combined Rooms/Rates" experience in IHG's core booking engine. Simplified interface reduced friction by merging multiple steps into a single, unified selection screen.
- **IHG Army Hotels**: Delivered scalable UI solutions as the platform expanded to additional military branches, accommodating increased traffic and content complexity while maintaining visual consistency across the brand.
- **Business Rewards**: Designed the UI for a responsive microsite enabling group and corporate bookings. Focused on clean hierarchy and functional layouts to simplify multi-room reservation flows.
- **Customer Care Portal**: Rebuilt a static-layout feedback site into a responsive Bootstrap-based design. Ensured visual clarity and accessibility across viewport widths while minimizing scope impact.
- **Trip Extras**: Created transactional UI for an upsell page within the booking flow, starting with rental car offers and scaling to support future experiential add-ons like tickets and tours.
- **Kimpton Loyalty Integration**: Took on end-to-end ownership of UI and UX strategy for integrating Kimpton Karma into IHG Rewards Club. Conducted content audits, mapped system overlaps, and helped merge brand voices while preserving Kimpton's distinct identity.

InterContinental Hotels Group – UI Designer
Atlanta, GA | Jul 2007 – Dec 2011

One of two in-house visual designers responsible for maintaining brand consistency and elevating UI execution across IHG's global web properties. Focused exclusively on user interface design, collaborating with UX architects to bring wireframes to life through polished visuals, pixel-precise mockups, and fully annotated style guides. Evaluated and refined external vendor designs for accessibility, brand alignment, and technical feasibility within IHG's infrastructure. Delivered final assets and HTML/CSS handoffs to development teams to streamline implementation.

- **Holiday Inn / Holiday Inn Express Redesign (2009)**: Translated agency-provided homepage designs into a cohesive visual system for the full site. Delivered production-ready HTML/CSS to accelerate launch timelines.
- **Global Button Asset Library**: Designed a complete suite of localized image-based buttons across all IHG brands and supported languages, ensuring consistent visual treatment throughout the platform.
- **Ongoing Visual Maintenance**: Designed promotional landing pages, campaign assets, and stock photography integrations to support evolving marketing efforts and seasonal initiatives.

EDUCATION

Bachelor of Fine Arts, Interactive Media Design
Art Institute of Atlanta, Summa Cum Laude