Jonathan Bunday

Senior UX Designer

+44 7852 586958
contact@jonbunday.com
linkedin.com/in/jonathan-bunday-11828953

SUMMARY

Complex tools rarely fail for lack of data, they fail when people can't see what matters. I'm a UX designer with 12+ years of experience, including six years at Google, designing data-heavy B2B and consumer products where speed, accuracy, and trust matter. I make complex systems and AI-driven insights clear enough that expert users can act on them with confidence and stay in control. I enjoy mentoring designers and building products and design systems that scale, and have worked with globally distributed teams.

EXPERIENCE

Google | Senior UX Designer

Jul 2019 - Mar 2026

Design lead for the investigation experience in the tools engineers and SREs use to diagnose live production incidents across thousands of services, where finding the root cause meant sifting through millions of constantly updating data points spread across many tools.

- Consolidated and deprecated multiple overlapping tools into one continuous workflow, reducing the cognitive load of context switching and the development overhead of maintaining separate tools
- Refocused investigations on surfacing the right information at the right time rather than more data, prioritising the anomalous signals relevant to the current incident
- Introduced AI-driven insights designed for transparency, so engineers could act on them with confidence without setting aside their own expertise
- These changes reduced investigation to mitigation time by about 18% and delivered the highest user-satisfaction improvement across internal tools, recognised with two Google Impact Awards
- Integrated AI into my design workflow, using NotebookLM for research synthesis, Jupyter Notebooks to query live data, and Gemini and Antigravity for agent-based development of prototypes and feature code, speeding up research, decisions, and delivery
- Ran design sprints in Dublin, San Francisco, New York, Zurich, and London for cross-disciplinary teams with varying UX experience, on everything from established products to greenfield ideas
- Launched and supported a cross-product design system widely adopted across Google

Patsnap | Senior Product Designer

Jul 2018 - Jul 2019

Led UX for search on a B2B patent platform used by enterprise clients including Tesla, Samsung, and General Motors, where search was split across 13 inconsistent products.

- Secured leadership buy-in to rework search, using quantitative and qualitative research that showed 28% of searches returned no results
- Refined search into quick and advanced search with guided flows, syntax validation, and auto-correction to tackle the user errors behind nearly half of zero results
- Cut zero results from 28% to 14% of searches and the time to complete an advanced search by 3 minutes, saving the support team hours spent debugging users' queries
- Defined and rolled out a design system to create consistency across products, mentored the design team in China on its adoption, and ran design thinking workshops

Schibsted | Senior Product Designer

May 2016 - Jul 2018

Led design for the seller experience on a white-label marketplace platform built to unite Schibsted's classifieds businesses in 27 countries, which had each built standalone products for their own markets.

- Used testing and interviews to show the single-page listing form was slow to complete, with high bounce, as sellers struggled with the information they had to provide
- Replaced it with a modular flow that adapted to each seller's actions, raising completion to 75%, at least 30% higher in every market, and reducing bounce by 15% versus existing products
- Co-created a design system used by design teams across products globally
- Ran workshops, classes, and one-to-one mentoring for local market designers, giving them the tools and knowledge to tackle problems in their own markets

KatchUp | Product Designer

Jun 2014 - Oct 2015

Owned core product experiences for an early-stage secure photo and video product, from concept to launch, across mobile and web.

Freelance | Product Designer

Jun 2013 - May 2016

Interface design, workshops, and service design for startups, agencies, and larger organisations, alongside permanent roles. Clients included KPMG, Canon, First Group, Jungle Creations, Iveco Trucks, SBC Systems, Link West, and Thorn Lighting.

SKILLS

Design: Interaction design, information architecture, UI design, wireframing, prototyping, data visualisation, journey mapping, service design, accessibility, product strategy

Research and collaboration: User interviews, heuristic evaluation, design sprints, workshop facilitation, design thinking

Design systems: Design system governance, component libraries, design tokens, Figma variables, design QA

AI: AI-driven experiences, human-in-the-loop design, conversational and LLM interfaces, prompt design, AI-assisted prototyping, agent-based development

Tools: Figma, Sketch, Principle, NotebookLM, Gemini, Antigravity, Jupyter Notebooks, HTML/CSS

EDUCATION

BA (Hons) Graphic Design: New Media, University for the Creative Arts

BTEC National Diploma, Art and Design, East Berkshire College