

# PORTFOLIO | jon ross – conversational A.I. designer

Tools: VoiceFlow . Google Gemini + GCP . Alexa Developer Console . AWS . Adobe XD

[Portfolio analysis by Google Gemini](#)

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August 2024

## CONVERSATION DESIGN PROJECTS

### Chatbot Design

- Connecting Conversation Design Principles to a Design Workflow
- Chatbot for Conversation Designer Support

### Prompt Design

- *Using Google Gemini AI to build a system of tutors*

### VoiceFlow Prototypes

- *jonrossDESIGN* – with FAQ-style website guide chatbot

### Adobe XD Prototypes

- *Top Priority* - task scheduling speech-playback prototype
- *Personal Trash Diary* – waste disposal awareness voice prototype

### Alexa Skills

- *Alexa Developer Console*
  - *Alexa Flashcard Skills* – question-answer pairs about conversation design and prompt engineering
  - *Starship Space Facts Skill* – randomized retrieval of space science facts

## UX DESIGN PROJECTS

### Dashboard Design

- Independence Blue Cross

### Login Screen Design

- IQvia - previously Wingspan Technologies

# **CONVERSATION DESIGN PROJECTS**

# Chatbot Design – A Chatbot Assistant for Conversation Designers

A series of projects emerged following an experiment with two types of data: fundamental concepts of conversation design and a workflow sequence designed to build an AI assistant, voice or text based. I had [Google Gemini](#) summarize the project descriptions:

“**The first project** involved using Google's AI Gemini to create a step-by-step process for building AI assistants. The process started by listing workflow steps and design principles, then matching them in a matrix. This matrix was exported to a spreadsheet, converted into a document, and finally used to generate a checklist for conversation designers.

**The second project** focuses on developing a chatbot assistant to help conversation designers streamline their workflow. The workflow is based on the one created by the [Conversation Design Institute](#) (CDI). The project is still in development but aims to enhance productivity by assisting in the creation of chat or voice-based AI assistants.

**The third** excerpt details the use case for the chatbot assistant for conversation designers. It highlights the challenges in conversation design, such as the need for quick prototyping and testing. The proposed solution is a chatbot assistant that streamlines the design process, improves user experience, and enhances collaboration. It would utilize NLP and ML technologies and integrate with existing design tools. The example scenario demonstrates how a designer could use the assistant to create and refine a chatbot for booking flights.

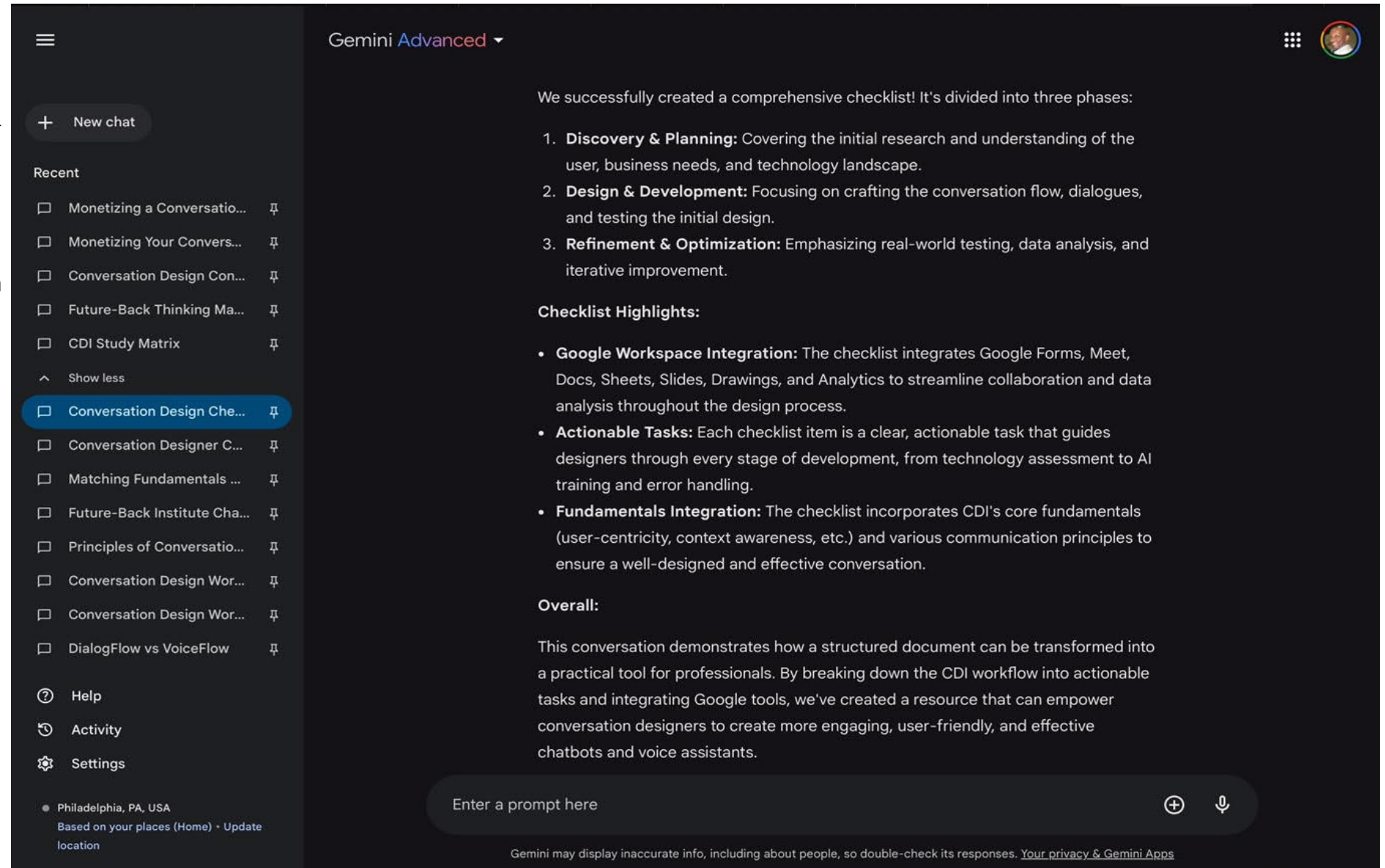
**The entire sequence of events** across these projects showcases a progression from establishing a theoretical framework for building AI assistants to developing a practical tool that aids in the design process. It starts with defining the workflow and principles, then moves towards creating a tool to assist with that workflow, and finally illustrates a specific use case for the tool, highlighting its potential benefits.”

# Chatbot Design – Connecting Conversation Design Principles to a Workflow Sequence

## CDI workflow-design principles matrix

Google's AI Gemini was used in each of the following steps, which is a sequence of prompts that were created to produce results for each following step in the process. The intended result was to create a step-by-step process to follow to build an AI assistant, a chatbot and/or voice assistant.

- Listed (16 ) workflow steps.
- Listed ( 27 ) design principles.
- Matched design principles used in each workflow step to create a 16 x 6 matrix.
- Exported the matrix to a Google Sheets spreadsheet.
- Converted each row in the spreadsheet to a paragraph for a document.
- Used the document, the spreadsheet and the original matrix to generate a checklist for conversation designers.



The screenshot shows the Gemini Advanced chat interface. On the left is a sidebar with a 'Recent' list of conversations, including 'Conversation Design Che...' which is highlighted. The main chat area displays a response from Gemini: 'We successfully created a comprehensive checklist! It's divided into three phases: 1. Discovery & Planning: Covering the initial research and understanding of the user, business needs, and technology landscape. 2. Design & Development: Focusing on crafting the conversation flow, dialogues, and testing the initial design. 3. Refinement & Optimization: Emphasizing real-world testing, data analysis, and iterative improvement.' Below this is a 'Checklist Highlights' section with three bullet points: 'Google Workspace Integration', 'Actionable Tasks', and 'Fundamentals Integration'. An 'Overall:' section follows, summarizing the resource's purpose. At the bottom, there is a text input field with the placeholder 'Enter a prompt here' and a location indicator for Philadelphia, PA, USA.

[Link to prompt-response pair](#)

Reference: [Conversation Design Institute \(CDI\)](#)

# Chatbot Design – A Chatbot Assistant for Conversation Designers

**This project is currently in development**

- [a simulation built using Google Gemini](#) >

## The purpose of this project

- To enhance the conversation designer's productivity and workflow experience.

The workflow is based on one created by the Conversation Design institute (CDI).

- [Short video describing the workflow](#)

## The CDI Workflow – First Steps:

(Links to Google Gemini descriptions below)

Requirements-Gathering Phase: (3 of 5 steps)

- [Determining technology stack required](#)

- [Identifying User Personas](#)

- [Identifying the Bot Persona](#)

Happy Path Design Phase:

- not shown

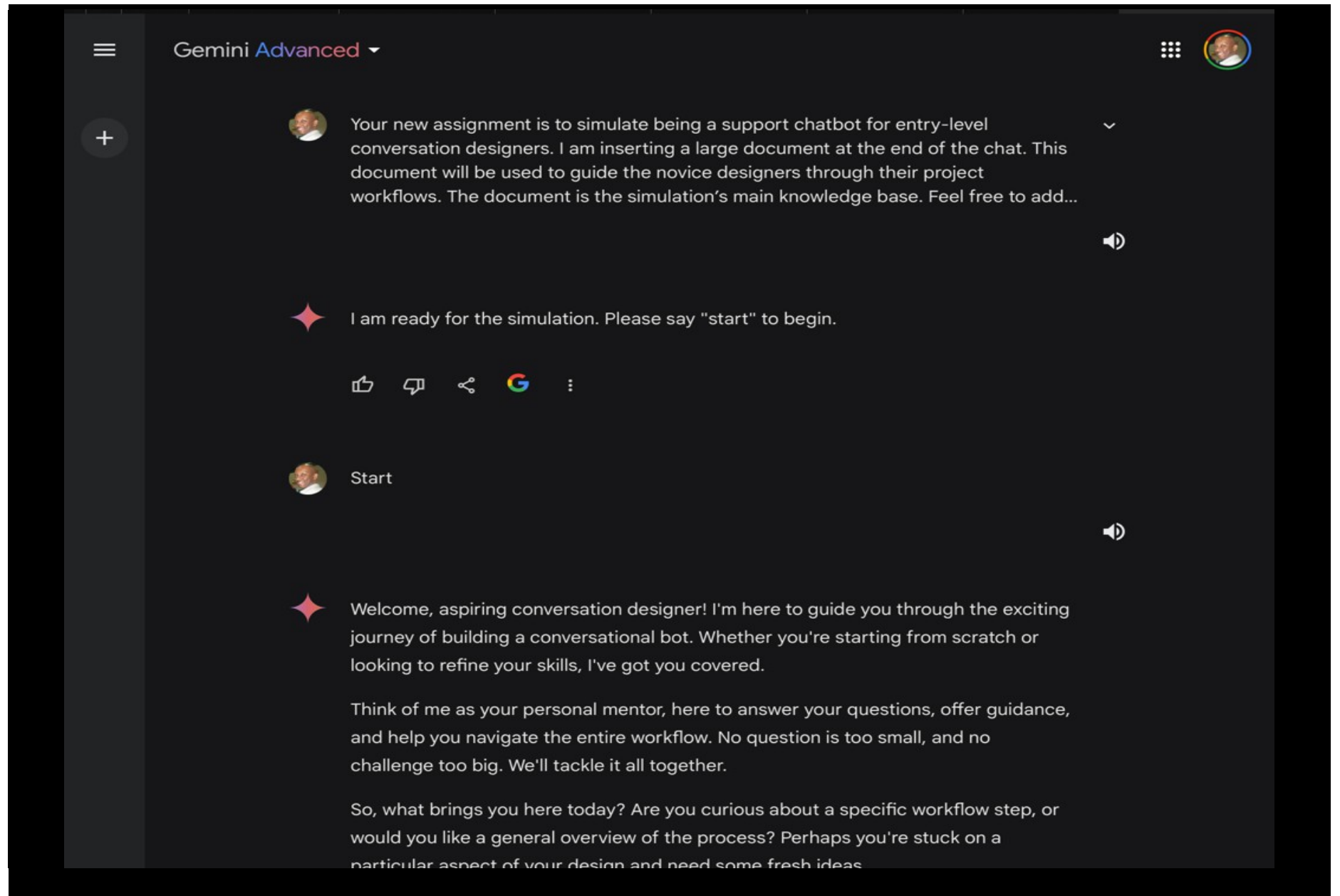
Detailed Path Design Phase:

- not shown

This project aims to develop a chatbot assistant specifically designed to help AI design professionals streamline the creation of their own chat or voice-based AI assistants.

- **continued on next page**

[Link to Conversation Design Institute \(CDI\)](#)



Link to simulation - <https://g.co/gemini/share/2d9b66aa29ec>

# Use Case: Chatbot Assistant for Conversation Designers – [Generated by Google Gemini](#)

## Target Users:

- Conversation designers / Chatbot developers
- UX/UI designers working on conversational interfaces

## Problem Statement:

Conversation design is an iterative process that involves continuous testing and refinement. Designers need a quick and efficient way to prototype dialog flows, test user interactions, and gather feedback. Manually creating and updating prototypes can be time-consuming and limit the ability to rapidly iterate on designs.

## Proposed Solution:

A chatbot assistant specifically designed for conversation designers that provides the following features:

- **Dialog Flow Prototyping:** Quickly create and visualize dialog flows using a visual interface or natural language input.
- **User Simulation:** Test dialog flows by simulating user interactions and receiving realistic responses from the chatbot assistant.
- **Feedback Collection:** Gather feedback from testers or stakeholders directly within the chatbot assistant interface.
- **Data Analysis:** Analyze user interactions and identify areas for improvement in the dialog flow.
- **Collaboration:** Share prototypes and feedback with team members and iterate on designs together.

## Benefits:

- **Streamline Design Process:** Accelerate the creation and iteration of dialog flows, saving time and effort for conversation designers.
- **Improve User Experience:** Test dialog flows early and often to ensure a smooth and engaging conversational experience for users.
- **Enhance Collaboration:** Facilitate collaboration among team members and streamline the feedback loop.

## Implementation Details:

- **Technology Stack:** Utilize natural language processing (NLP) and machine learning (ML) technologies to power the chatbot assistant.
- **Platform:** Integrate the chatbot assistant with existing conversation design tools or platforms.
- **Data Privacy:** Ensure compliance with data privacy regulations when collecting and analyzing user interactions.

## Example Scenario:

A conversation designer wants to create a chatbot that helps users book flights. The designer uses the chatbot assistant to quickly prototype a dialog flow, simulates user interactions to identify potential issues, and gathers feedback from stakeholders. The designer iterates on the design based on the feedback and tests the refined dialog flow again until it meets the desired user experience.



# Prompt Design – Creating a System of AI Generated Tutors

## Generative Ai as an Instructor

I used **Google Gemini** to create a system of AI-powered tutors for topics related to prompt engineering and conversational AI design.

There are (14) Gemini-based AI tutors:

- [Intro to Chain of Thought Prompting](#)
- Future-Back Thinking
- Breakthrough Thinking
- AI-Powered Vision Boards
- Transformational Personal Coaching
- VoiceFlow Documentation
- Prompt Engineering
- Conversational Copywriting
- Conversational UX
- Supervised (Machine) Learning
- Natural Language Processing
- AI Training
- Conversational AI Design
- [Prompt Chaining in VoiceFlow](#)

The screenshot shows the Google Bard chat interface. On the left, there is a sidebar with a list of pinned chats. The main chat area displays a conversation where the user has prompted the AI to act as a highly experienced teacher. The AI has responded with a lesson titled "Conversational AI Design Lesson 1: What is Conversational AI Design?". The lesson includes a definition of conversational AI design, an example of a chatbot ordering food, and a practical application of creating a customer service chatbot. At the bottom, there is a "Quiz (optional)" section and a text input field for the user to enter a prompt.

**Bard** Experiment

+ New chat

Pinned

- Buckminster Fuller's mindset of c...
- Tutor for Conversation Design Ins...
- Intro to Future-Back Thinking
- Show less
- Online Course:: Future-Back Tran...
- Breakthrough Thinking:Defined
- Prompt Analyzer
- AI-Powered Vision Boards: Guide ...
- Intro to Transformational Persona...
- Intro to Voiceflow
- Intro to VoiceFlow Documentation
- Intro to Prompt Engineering
- Intro to Conversational AI Copywr...
- Intro to Conversational UX
- Intro to Supervised Learning Con...
- Intro to Natural Language Proces...
- Intro to AI Training
- Introduction to Conversatio...
- Intro to Prompt Chaining in Voice...

Philadelphia, PA, USA  
Based on your places (Home) · Update location

You are a highly experienced teacher with the ability to create simple step-by-step lessons on any subject. I want you to teach me conversational AI design one concept at a time. Give me short and engaging lessons to teach me the basics, building up to more advanced lessons over time. Don't just give me a list of information - explain the context and give me examples. Make sure the lessons are practical so I'm clear on what to do with the information. Do not repeat yourself. Make each lesson different from previous ones. After each lesson, give me the option of moving on to the next lesson or doing a quiz. Do not give me a quiz unless I ask for it. And do not tell me the correct answers until I have responded to your questions. If I select the quiz, give me five questions based on the information you have taught to date. Give me feedback on my answers. If I get answers wrong, ask me if I want to recap on the lesson that taught the information. Then carry on with the next lesson.

◆ Conversational AI Design Lesson 1: What is Conversational AI Design?

Conversational AI design is the process of creating text- or speech-based interfaces that allow users to interact with computers in a natural and engaging way. Conversational AI systems are used in a variety of applications, including chatbots, virtual assistants, and voice assistants.

Example: When you use a chatbot to order food from a restaurant, the chatbot is able to understand your natural language requests and provide you with the information you need. The chatbot may also be able to answer your questions about the menu, the restaurant's location, or its hours of operation.

Practical application: Conversational AI design can be used to create more user-friendly and efficient interfaces for a variety of applications. For example, a conversational AI system could be used to create a customer service chatbot that can answer customers' questions and resolve their issues quickly and easily.

Quiz (optional):

Enter a prompt here

Bard may display inaccurate info, including about people, so double-check its responses. [Your privacy & Bard](#)

Based on prompt created by [Dave Birss](#)



# VoiceFlow Prototype - jonrossDESIGN

## FAQ-style Chatbot Use Case

The client is a consultant / entrepreneur conversation designer and prompt engineer.

He needs to have an interactive website where visitors can pose questions to a **FAQ-style chatbot** or **voice assistant** as well as click links to visit the various pages available on the site.

This website chatbot will offer to summarize the client's technical skills, abilities and hear about the services he offers.

The use case for this chatbot is to serve as a resume assistant and website guide.

This prototyping system has a limited number of AI transaction tokens. The production NLU / LLM model of this prototype will be exported into **Google DialogFlow** which is a fully-managed GCP service. I'll use Vertex AI Studio to build the bot.

The image shows a website for Jon Ross, a Conversation Design Engineer. The website features a large blue sphere with a grid pattern, illuminated from below. The text on the website includes "Jon Ross" and "Conversation Design Engineer". Below this, there is a navigation menu with links for "Home", "Resume", "Portfolio", "About Me", "Online Store", and "Contact". There are also social media icons for Facebook, LinkedIn, and Twitter. A chatbot overlay is visible on the right side of the image, titled "jonrossDESIGN GPT FAQ". The chatbot shows a conversation where the user asks "How may I assist?" and the chatbot responds with "Greetings from Jon Ross Design!". The user then asks "who did Jon work for?" and the chatbot provides a list of companies Jon worked for, including jonrossDESIGN (freelance), Siemens Healthineers, Children's Hospital of Philadelphia, OneWorldBar Studios (freelance), MCC Computer Technology Institute, DPT Technical School, Philadelphia Fire Department, Citicorp, Merck Research Labs, The College of New Jersey, and Microsoft / Unisys. The chatbot also indicates "You have ended the chat" and has a "Start New Chat" button. At the bottom of the chatbot, it says "Assistant by Voiceflow".

25% off - use code "JONROSS" at (CDI) Conversation Design Institute

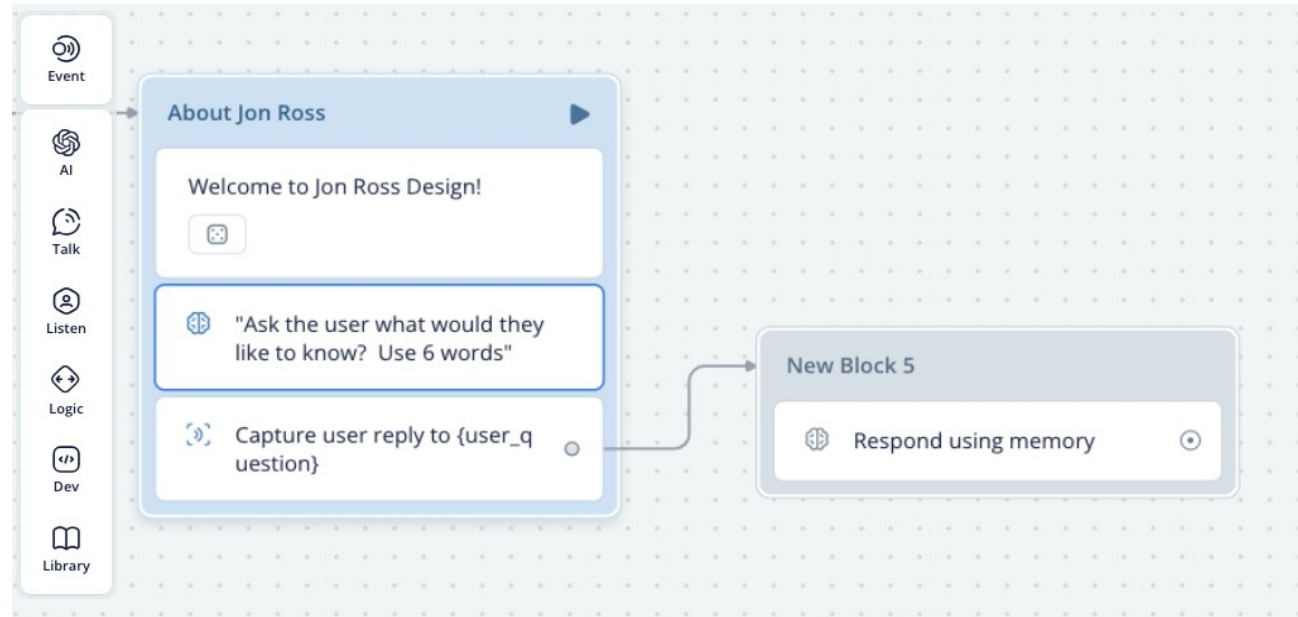
[Link to Chatbot Site](#)

# VoiceFlow Prototype

First the chatbot greets the user when its opened. Then a function is triggered to have the built-in **GPT** generate a prompt for the user (ex: **How can I help you?**). The bot then **“captures”** a user response or **utterance** which is then used as a variable to query the knowledge base. A chatbot-specific **knowledge base** was created by uploading a resume and URLs to a LinkedIn profile and web site creating a vector database which is accessed by the GPT-powered Voiceflow **Response-AI** step (highlighted).

The user utterance, {user\_question} or {last\_utterance} is matched to an **Intent** in the chatbot's language model. An Intent is short for “Intention, or purpose of the user's choosing in the conversational flow”.

**An Intent** is an action that the user wants to perform. In this use case, to find and summarize information about the client. “Respond using memory” means using the {user\_question} variable to respond.



### Response AI

Data Source

AI Model  Knowledge Base

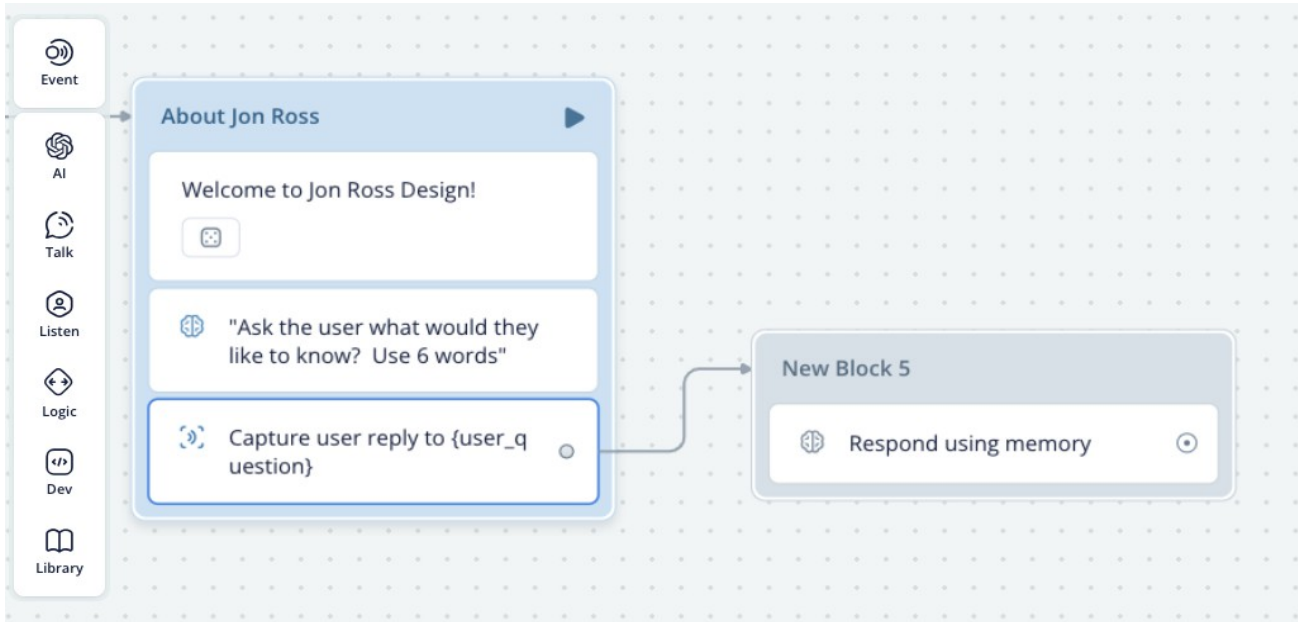
Ask the user what would they like to know? Use 6 words

Response Preview

What information needed?

Knowledge Base Settings

How it works? [Preview](#)



### Capture

Capture user reply

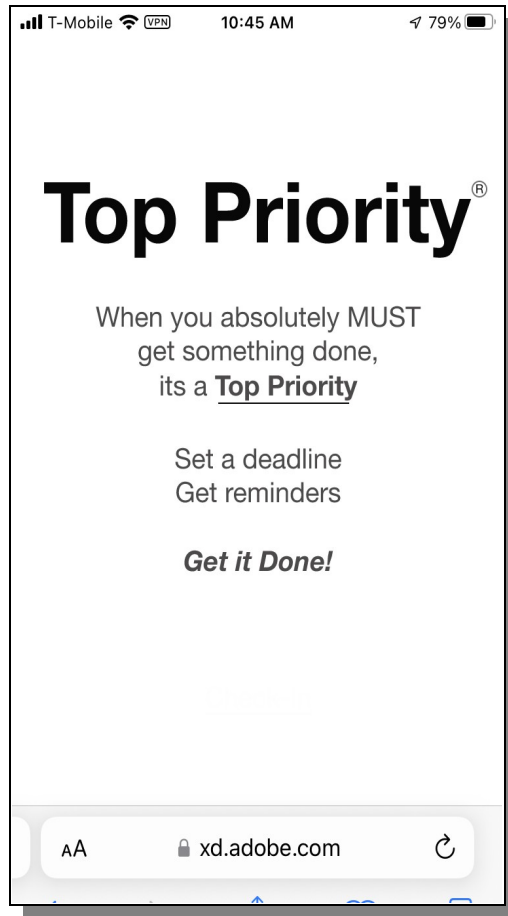
Entire user reply

{user\_question}

Actions +

How it works? [How it works?](#)

# Adobe XD Prototype



## "Top Priority" Productivity Assistant



### DESIGN PROCESS

**The Challenge:** to create a visual step-by-step experience to test the user flow for a non-visual voice application that will run on a smart speaker.

**The Solution:** a bare-bones wireframe with speech playback functionality in Adobe XD.

**Next Steps:** build the Alexa Skill (voice app) in the Alexa Developer Console and/or the VoiceFlow tools for publishing in the Amazon Alexa Skill Store.

[Link to Adobe XD prototype:](#)

this requires signing into an Adobe account to experience the embedded audio. It works best on mobile browsers (known bug).



# Adobe XD Prototype | **MyTrashDiary Waste Reduction Voice Assistant**

## Overview

This project is based on a theory about unconscious behavior that most people display when they discard an item.

I'll call it "**The Bottomless-Hole-in-the-Ground Syndrome**". It's an ancient brain pattern and cognitive blind spot that continues to operate in the subconscious of most people. The theory goes like this: humans have been throwing things away into a metaphorical hole in the ground since - who knows when! Actually those holes in the ground are physical and psychological as well.

## Approach

### **The Problem Defined**

- Human cognitive blind spots about trash have caused significant damage in our closed planetary ecosystem

### **Empathizing with Customers**

- Externalizing mindfulness and supporting the recycling-intentions of social influencers

### **Prototyping and Ideation**

- Emphasizing future-oriented technology-based solutions

### **Deliverables**

- Design for a cloud-based support service as an opt-in personal waste reduction coach.

## The Challenge

### **TO GENERATE AN ORIGINAL SOLUTION**

**What-if** in the future, a conversational artificial intelligence were available to support and coach those of us interested in reducing the amount of our waste?  
Would anyone talk to it?

## The Technology Used

All Amazon Echo devices, mobile apps and Internet-of-Things device with access to the Alexa A.I. service.

## My Role

**Role:** UX researcher and UX/UI designer

**Timeframe:** (1) academic year

**Platform:** MacOS

**Tools:** Adobe XD, Fireworks and Photoshop, Amazon Alexa Skill Development tools

## Results

A solution was developed based on users having personalized conversations with an Amazon cloud-based **A.I. as-a-Service** to support their efforts to create new disposal habits. Interactions could occur throughout the users day, at home through stationary Alexa devices and away from home using mobile devices and Alexa-connected wearables. Users would request reports from Alexa summarizing their trash disposal patterns, possibly requesting preemptive notifications to support new habits.  
**STATUS: Project is still In Progress**

## Waste Reduction Assistant | MyTrashDiary is a location-aware voice-first app for users interested in tracking and reducing their personal waste

**MyTrashDiary** is an Amazon Alexa Voice App for tracking items being discarded by the user. This voice interface and its companion screen version synchronize with Internet-of-Things (IoT) devices in the home of the user for tracking waste disposal events.

This project was for an assignment for the PENN XSD Design Program. [\(link\)](#)

A visualization of the extent of the plastic bottle pollution problem:

<https://graphics.reuters.com/ENVIRONMENT-PLASTIC/0100B275155/index.html>



### Interaction Model

This shows how the Echo Loop is worn, spoken and listened to by the user.

[\(link to demo and review\)](#)

[\(Amazon Echo Loop page\)](#)



### INTERACTION DESIGN

**Alexa, open “MyTrashDiary” and add one plastic bottle.**

wake word      command      invocation name      command      slot or category      intent







**Waste Reduction Assistant | MyTrashDiary** is a location-aware voice-first app for users interested in tracking and reducing their personal waste

**User Journey**

The **MyTrashDiary** is able to capture trash and recycling events from user input or by trash disposal receptacle detection and other Internet-of-Things devices in the home. The journey illustrated takes place when the user is away from home.

**Customer Journey Map**

The User's Experience: **Person feeling thirsty before boarding a departing flight at an airport** (\* location logged)

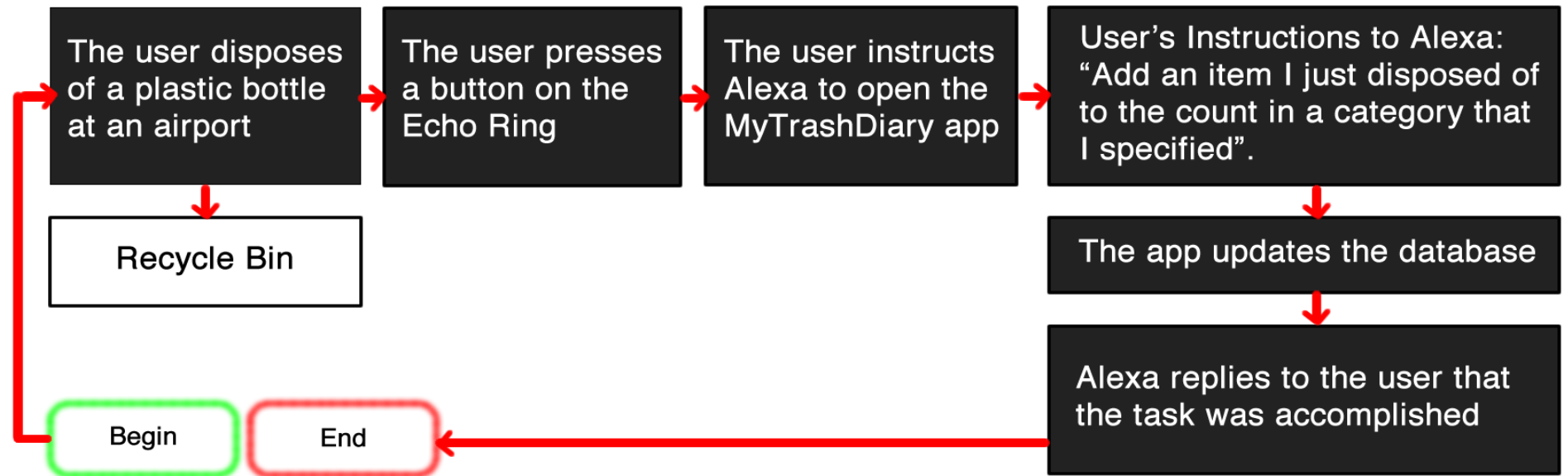
<b>What happens? &gt;</b>	Buying bottled water after check-in screening	Drinking water in a hurry before boarding	Throwing bottle away in nearest recycle bin before running to gate	The user informs Alexa of the disposal event using Echo Loop*	Alexa acknowledges and adds to disposal count database*	Throwing bottle away in nearest recycle bin before running to gate
<b>Who is involved? &gt;</b>	--	--	--	--	--	--
<b>Emotions &gt;</b>	 <b>Disappointed</b>	 <b>Relieved</b>	 <b>Disappointed</b>	 <b>Positive</b>	 <b>Grateful</b>	 <b>Happy</b>
<b>Why? &gt;</b>	Prefers reusable bottles but forgot	Quenched thirst	Doubts recycling actually happens	Fulfilling a purpose	Helped by Alexa	<b>Mission Accomplished</b>

**Design Goals**

- To create a frictionless conversation-like user experience for someone interested in quantify -ing their waste generation and reducing the amount they throw away.
- To increase user awareness of their waste disposal events and locations specifically disposing of plastic bottles.

Link to user research survey:  
[- Plastic Bottles: Trashed or Recycled?](#)

**User Flow**





## Waste Reduction Assistant | MyTrashDiary is a location-aware voice-first app for users interested in tracking and reducing their personal waste

### An Adobe XD prototype

A waste reduction coach is an entity that a user allows to track and monitor their behavior in order to suggest corrective actions to achieve the user's intended goals.

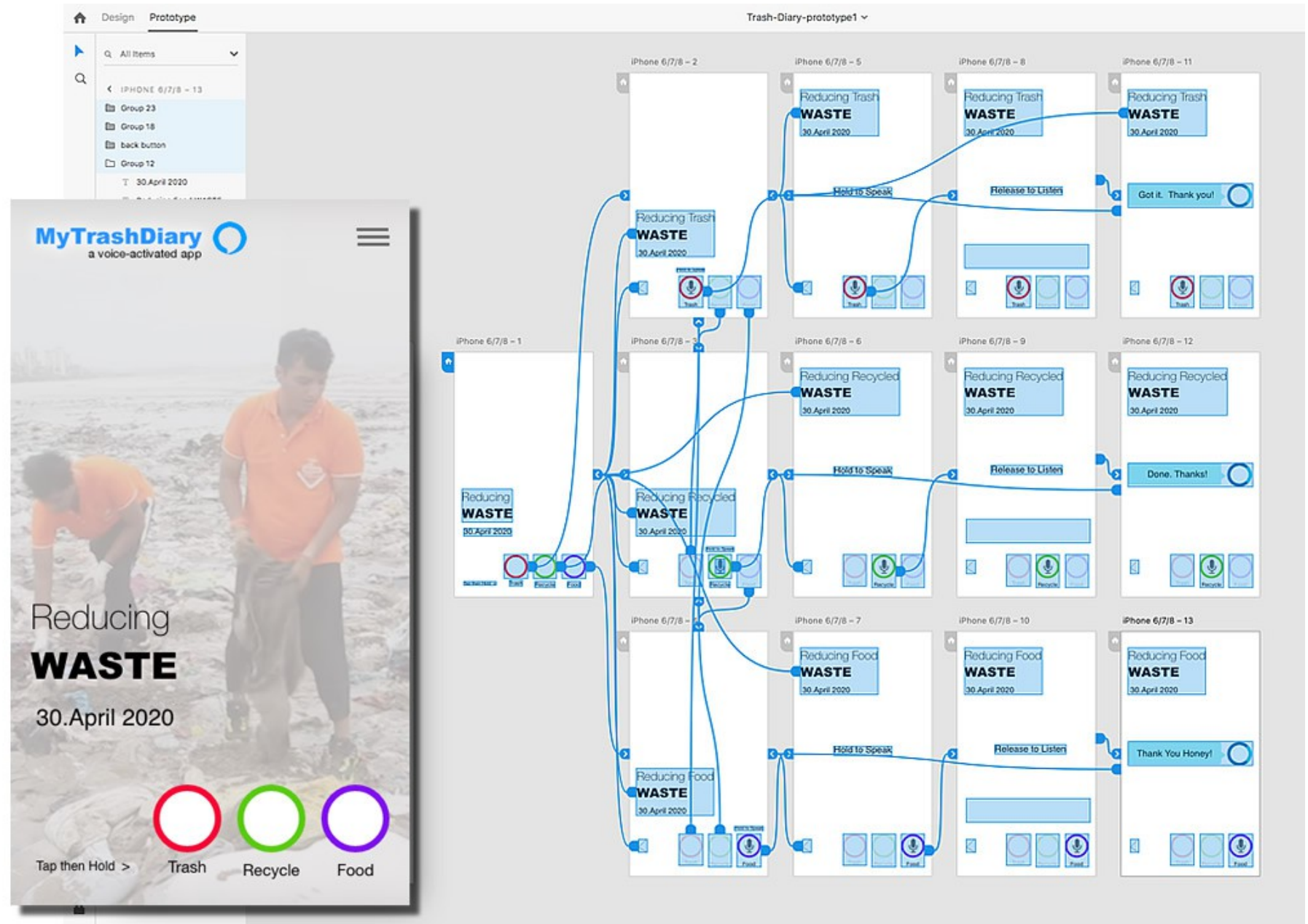
This mobile app prototype will illustrate visually what the voice app does with speech when users report their waste disposal events. Users can also request summaries regarding disposal events over various periods of time: weeks, months, etc. The mobile app will also display graphs and charts on a dashboard page.

#### STATUS:

The Alexa-enabled Adobe XD prototype is in development.

**This project is still In progress...**

- [link to mobile prototype](#)



# Alexa Skill Development |

## Voice applications built for Alexa Smart Speakers / Developer Console Screenshot

### What is an Alexa Skill?

“The *Alexa Skills Kit (ASK)* is a software development framework that enables developers to create content, for Alexa called **skills**.” - [Amazon](#)

### Alexa Skills:

#### Conversation Design Flashcards ( [link](#) )

- Based on “*term:definition pairs*” generated by Google Bard and ChatGPT, related to **conversation design**.

#### Prompt Engineering Flashcards ( [link](#) )







- Based on “*term:definition pairs*” generated by Google Bard and ChatGPT, related to **prompt engineering**.

#### MyTrashDiary ( [currently in development](#) )

- an event recorder / behavior change coach style of interaction for users to track and record their trash disposal of waste indicating waste type, time and geolocation

#### Starship Space Facts ( [link](#) )

- this skill responds to users requests for random facts and descriptions of space phenomena as-if from aboard a speeding starship

SKILL NAME	LANGUAGE	MODIFIED	STATUS	ACTIONS
 <b>Prompt Engineering Flashcards</b> Copy Skill ID	English (US)	2023-07-13		<a href="#">Go to Blueprints console</a>
 <b>Conversation Design Flashcards</b> Copy Skill ID	English (US)	2023-06-16		<a href="#">Go to Blueprints console</a>
 <b>Conversation Design Store</b> Custom • Copy Skill ID	English (US)	2022-12-29	● In Dev	Choose action ▾
 <b>My Top Priority</b> Custom • Copy Skill ID	English (US)	2022-11-08	● In Dev	Choose action ▾
 <b>My Trash Diary</b> Custom • Copy Skill ID	English (US)	2020-01-05	● In Dev	Choose action ▾
 <b>Starship Space Facts</b> Custom • Copy Skill ID	English (IN)+4	2018-03-15	● Live <a href="#">Go to Alexa Skill Store</a>	Choose action ▾

**The LAW OF ACCELERATING RETURNS  
and CONVERSATIONAL AI DESIGN**



# Conversational AI will tap into the *Exponential Growth of Computing Power* currently underway to support and serve users over their entire lifetimes.

The Law of Accelerating Returns is an evolutionary process – this means that a) the rate of technological innovation is exponential. and b) that as technological progress is made throughout shorter and shorter timespans,

## 1 The accelerating pace of change ...



## 2 ... and exponential growth in computing power ...

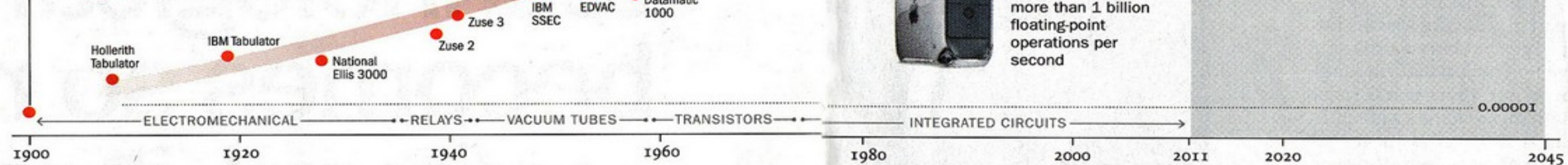
Computer technology, shown here climbing dramatically by powers of 10, is now progressing more each hour than it did in its entire first 90 years

### COMPUTER RANKINGS

By calculations per second per \$1,000



**Analytical engine**  
Never fully built, Charles Babbage's invention was designed to solve computational and logical problems



## 3 ... will lead to the Singularity

2045  
Surpasses brainpower equivalent to that of all human brains combined

Surpasses brainpower of human in 2023

Surpasses brainpower of mouse in 2015

# Conversational AI – An Inquiry about the future

Prompt submitted to Google Gemini:

“How will the field of conversational AI design be affected by '*The Law of Accelerating Returns*'?”

-----

## **It's response:**

*The Law of Accelerating Returns posits that the rate of technological progress increases exponentially over time. This law has significant implications for conversational AI design, affecting it in several ways...*

...

*In summary, the Law of Accelerating Returns will profoundly impact the field of conversational AI design. It will lead to faster innovation, expanded capabilities, broader applications, and new ethical considerations. Designers and developers will need to adapt to this accelerating pace of change and ensure that conversational AI is developed and used responsibly for the benefit of society*

- <https://g.co/gemini/share/0b0f74cd0268>

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I suspect it'll be like trying to chase an accelerating train that reaches escape velocity sooner than we expect.

# **UX DESIGN PROJECTS**



## Independence Blue Cross

Data visualization prototype for internal desktop-only access at IBX Headquarters in Philadelphia ([video](#))

### OVERVIEW

"The **Executive Dashboard** project provides IBX with a new way to look at the performance of our project portfolios."

### The Design Process

- gather requirements from users
- create hand drawn sketches on paper web page templates
- make isometric drawings that include layers and slide-in or dropdown menus
- build clickable pdf mockups
- use the Bootstrap framework for layout and develop site architecture
- use JavaScript libraries for graphic display from JSON file data libraries
- populate the layout with JS graphic components linked to JSON libraries

**Role:** UX designer / UI developer

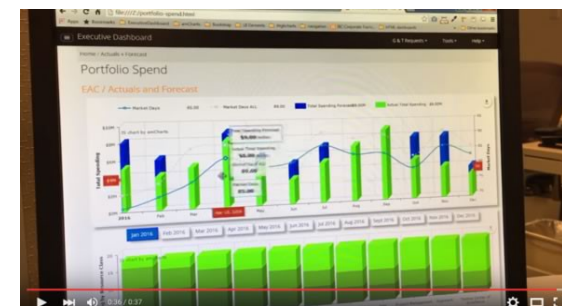
**Timeframe:** 8-months

**Platform:** Windows 10

### Tools:

Balsamiq Mockups, Sublime Text, Bootstrap, JavaScript libraries:

[D3.js](#) and [amCharts.com](#).



## Independence Blue Cross IBX / IBC Executive Dashboard

Documentation describing the project was created for the development team to complete the implementation phase.

**STATUS:** Project was completed

Link to the **documentation**

- [link to project documentation](#)



## The Executive Dashboard

The **Executive Dashboard** provides IBC with a new way to look at the performance of our project portfolios. These report dashboards are anchored on the goal to provide quick, relevant, and easily understood information. Geared toward executives, these reports allow users to find meaningful updates and insight without spending significant time mining through volumes of data. The drill-down interactivity allows users to see portfolio performance at a highest level, mid-level, and detailed level views, all of which are integrated to "zoom" in and out of areas relevant for your user experience.



## OVERVIEW

The objective was to create a common look-and-feel for several previously developed web applications as well as a single sign-on screen for users of multiple applications.

Mockups and prototypes were created using Adobe XD, Premiere Pro and Photoshop as well as HTML5 / CSS3 and JavaScript. Digital assets for the application codebase were created using Figma, Sketch and InVision Studio.

## DESIGN CHALLENGE

To develop interactive prototypes and working code for interfaces that would create a consistent experience across multiple web applications.

**Role:** UX / UI designer

**Timeframe:** 1-year

**Platform:** MacOS

**Tools:** Adobe XD, Sketch, Figma, InVision, and Intelli-J IDE

**STATUS:** Project Completed



## **COURSES TAKEN (2023-2024)**

# Courses Taken

Or in-progress in 2023-2024

[Designing AI Assistants](#)

[Conversation Design](#)

[AI Trainer](#)

[Conversational Copywriting](#)

[CxD Expert Classes](#)

[CDI – Festivals](#)

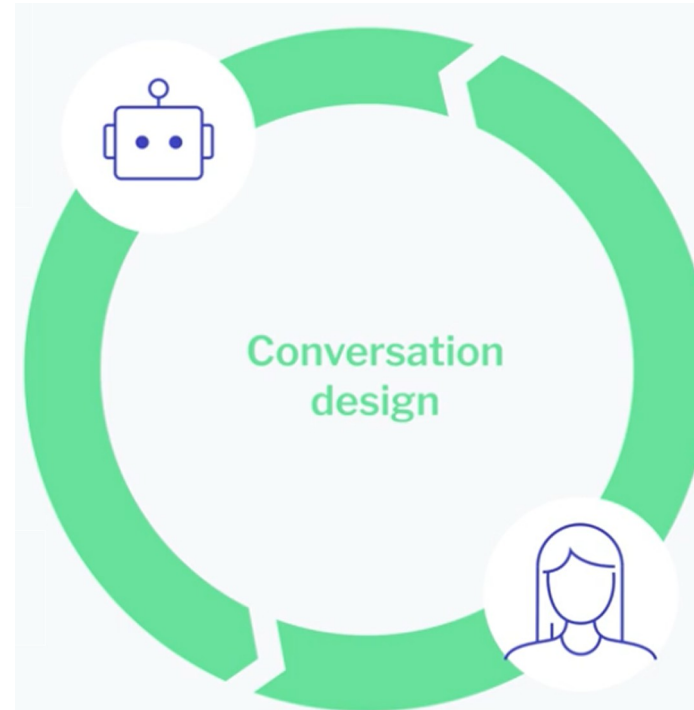
[Designing with Voiceflow](#)

**Conversation Design Institute**

[Gen-AI Assistant Builder](#)

[Prompt Chaining](#)

**Voiceflow**



**Natural Language (NL)**

< NL-Creation | NL-Understanding >

**Conversation Design | Prompt Engineering**

**AI-to-Human | Human-to-AI**

**Conversation Design Engineering**

**Coursera** | [Prompt Engineering for ChatGPT](#)

**EdX** | [Intro to ChatGPT](#)  
[Prompt Engineering and Adv. GPT](#)

**LinkedIn Learning** | [UX for Voice](#)

[Intro to Conversation AI](#)

[Prompt Engineering: Talk to AI](#)

[GPT-4: New GPT Release](#)

[Intro to Prompt Engineering](#)

[Next Generation AI](#)

[Research and Write with AI](#)

[Generative AI for Business Leaders](#)

[Becoming an AI-First Leader](#)

[What is Generative AI?](#)

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# jon ross – conversational A.I. designer

Tools: VoiceFlow . Google Gemini + GCP . Alexa Developer Console . AWS . Adobe XD

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