

Kevin Towner

908.577.6666 · Kevintowner@gmail.com · [kevin-t-b0960b96](https://www.linkedin.com/in/kevin-t-b0960b96)

Career

AIG (Travel Guard)

New York, NY

Web Designer

October, 2022 - Present

- ❖ Design and content authoring for high priority airline partners.
- ❖ Ran several optimization tests for United Airlines and Spirit Airlines per DOE.
- ❖ Lead United Airlines Mobile App HTML trip insurance content with offshore teams.
- ❖ Collaborate with offshore authoring, IT, and development teams on content mapping, and data modifications/configurations.

AIG (Op Services)

Berkeley Heights, NJ

Account Analyst

2019-2022

- ❖ Documented Op Services processes, and assisted with quote preparations, policy endorsements and renewals, and insurance cancellation notices.

Business Services Associate

2017-2019

- ❖ Processed quote requests and researched broker codes for appropriate underwriting assignments.

Hollister Co.

Livingston, NJ

Store Manager

2014-2017

- ❖ Managed seasonal floorsets, visual merchandising, and in-store marketing placements.

Education

Drexel University

Master of Science in Human Computer Interaction

2024

Kean University

Bachelor of Arts in Criminal Justice

2014

Experience

UI Design, Prototyping, UX Research, Qualitative Research, HTML, CSS, LESS, Figma, Sketch, Competitive Analysis, A/B Testing, Multivariate Testing, Content Management, Adobe Experience Manager (AEM), Adobe Target, Artifacts Gathering, QA, Business Requirements, Content Authoring