

Kevin Towner

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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, CMS, Adobe Experience Manager (AEM), Adobe Target, Artifacts Gathering, QA, Business Requirements, Content Authoring