

# Kevin Towner

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## Career

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### 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

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### Drexel University

#### Master of Science in Human Computer Interaction

*2024*

### Kean University

#### Bachelor of Arts in Criminal Justice

*2014*

## Experience

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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