



# KEVIN TOWNER

Product Designer

## Experience

### Account Analyst | AIG, Op Services 2019 - Present

- Design and implement strategies for streamlining multiple policy transactions - renewals, issuance, and workers' comp
- Work with product and IT teams on developing systems of correspondence with third-party brokers
- Manage inbox and information loads of +2500 emails per month - containing cancellations, renewals, and other transactions

### Usability Analyst | Historic Wyoming 1.3.22 - 1.20.22

- Conduct usability and competitive analyses on Historic Wyoming's website, and evaluate site heuristics
- Allowed the organization to promote more preservation projects and saved Historic Wyoming \$5,665 in roughly 2 weeks

### Business Services | AIG, Surplus Lines 2017 - 2019

- Processed quote requests and researched broker codes for appropriate underwriting assignments - underwriting for all zones
- Ran e-screens on potential insureds to verify the legitimacy of applications - analyzing applications and researched entities

### Visual Manager | Hollister Co. 2014 - 2017

- Managed all seasonal floorsets, visual merchandising efforts, and in-store marketing placements
- Tracked KPIs, budget hours, and scheduling - made sales, merchandising, layout, and stockroom decisions

## Education

### MSI | Drexel University

- Human-Computer Interaction  
2020 - Present

### BA | Kean University

- Criminal Justice  
2010 - 2014

## Tools

Figma  
Sketch  
Invision  
HTML & CSS  
Invision  
Useberry  
Qualtrics  
Adobe XD

## Skills

Product Design  
UI Design  
UX Research  
Design Systems  
Wireframing  
Prototyping  
Qualitative Analysis