Kevin Towner

Experienced operations professional and human-computer interaction student. Enthusiastic for intuitive experiences and thoughtful design.

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Education

Drexel University, CCI
Master of Science in Information (MSI)
Human-Computer Interaction
2020 - present

Kean University
Bachelor of Arts (BA)
Criminal Justice
2010 - 2014

Tools

- MS Office
- Keynote
- HTML
- CSS
- Google Drive / Docs
- Sketch
- Invision & Craft
- Figma
- Zeplin

Skills

- Time Management
- Cross-Functional Collaboration
- Verbal & Written Communication
- Design Systems
- Human-Centered Design
- Teamwork
- Wireframing
- Prototyping
- Usability Testing

Work Experience

AIG - Account Analyst (Op Services)
April 2019 - Present

- Manage the communication of policy endorsements and cancellations
- Ensure the documentation and issuance of auto policy renewals
- Collaborate with operational teams to improve workflow processes
- Maintain positive relationships with internal stakeholders and outside brokers
- Proven track record of achieving exceptional productivity on a monthly basis

AIG - Business Services Associate (Surplus Lines)
July 2017 - April 2019

- Analyzed client applications and ran e-screens on potential insureds
- Processed quote requests and determined premiums for our Shared Services team in Manila
- Assisted call center by providing exceptional customer service to insureds and third-party agents
- Worked with endorsement teams, DMV agencies and product teams on reorganizing corporate and insured documents and communications

Hollister Co - Visual Manager
August 2014 - April 2017

- Successfully led instore marketing and visual merchandising campaigns
- Referenced KPIs and store budget trend adjustments on weekly conference meetings
- Collaborated with other stores in strategizing staffing and merchandising initiatives
- Interviewed, trained and staffed a store of over 50 part-time and full-time employees
- Created bi-weekly schedules based on the availabilities and strengths of employees

Other Experience

Drexel University - Graduate Student
2020 - Present

- Gained exposure to Dublin Core Metadata Standards and Element Set
- Created low to mid fidelity wireframes using various tools and techniques
- Designed clickable prototypes using tools such as: Sketch, Invision, Figma, Craft and etc.
- Gathered and analyzed qualitative data based on remote interviews and usability tests
- Gained experience working on group design and research assignments