

Kevin Towner

User Experience & HCI

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Summary

Business operations professional with over 10 years of experience in customer service and corporate insurance. Currently a graduate human-computer interaction (HCI) student with 3 years of experience designing digital interfaces and user experiences.

Experience

Account Analyst | AIG, Op Services 2019 - current

- Document Op Services processes, and assist PCG with information gathering and workflow design
- Process roughly 2,500 transactions per months for multiple lines of business
- Collaborate with various operational and underwriting teams to provide exceptional customer service

Usability Analyst | Historic Wyoming 1 month

- Volunteer opportunity where I helped the organization by conducting usability audits and heuristic evaluations on their website

Business Services | AIG, Surplus Lines 2017 - 2019

- Processed quote requests and researched broker codes for appropriate underwriting assignments
- Ran e-screens on potential insureds and verified the legitimacy of incoming applications for Surplus Lines

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

Skills

Relevant Tools

- Figma
- Sketch
- Adobe XD
- HTML5 & CSS3
- Invision
- Qualtrics
- Useberry

Design & Research

- Wireframing
- Prototyping
- Qualitative analysis
- User testing
- Usability & web heuristics
- Design systems
- Competitive evaluations

Education

MSI | Drexel University

- Human-Computer Interaction & User Experience

BA | Kean University

- Criminal Justice

kevin-towner.github.io/kevintowner/index.html