

KEVIN TOWNER

User Experience Consultant

908.577.6666

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Experience

Account Analyst | AIG, Op Services 2019 - current

- 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 large volumes of requests including cancellations, renewals, and other transactions

Usability Analyst, Vol | Historic Wyoming 1 month

- Conduct usability and competitive analyses on Historic Wyoming's website, and evaluate site heuristics
- Conducted website assessment and saved the organization \$5,665

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

Skills

Tools & Technologies

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

Design & Research

- UI design
- UX research
- Prototyping
- Wireframing
- Qualitative analysis
- User testing
- Data visualization
- Design systems
- Usability & Accessibility

Education

MSI | Drexel University

- Human-Computer Interaction
Current

BA | Kean University

- Criminal Justice
2014