# KEVIN TOWNER
## Product Designer & Operations Analyst

## Career

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

- Design and implement strategies for streamlining multiple policy transactions - renewals, issuance, and worker's 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

### 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

- Collaborated with multiple international and onsite teams across multiple departments - Shared Services, Op Services, and Lexington Operations

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

- Managed all seasonal floorsets, visual merchandising efforts, and in-store marketing placements

- Conducted bi-weekly interviews with potential full-time and part-time hires - staffed and trained a store of over 50 employees

- Tracked KPIs, budget hours, and scheduling - made sales, merchandising, layout, and stockroom decisions

## Skills & Knowledge

Product Design

UI Design

UX Research

Design Systems

Wireframing

Prototyping

Qualitative Analysis

## Tools & Tech

HTML5

CSS3 & LESS

Figma

Sketch

Adobe XD

Invision

Useberry

Qualtrics

## Education & Exp

### MSI | Drexel University

- Human-Computer Interaction
  Present

### BA | Kean University

- Criminal Justice
  2014

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