



KEVIN TOWNER

Product Design & Operations

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

HTML5

CSS3 & LESS

Figma

Sketch

Adobe XD

Invision

Useberry

Qualtrics

Skills

Product Design

UI Design

UX Research

Design Systems

Wireframing

Prototyping

Qualitative Analysis