

# Kevin Towner

Experienced Account Analyst and Human-Computer Interaction student. Enthusiasm for intuitive experiences and thoughtful design.

908-577-6666  
kevintowner@gmail.com  
kevin-towner.github.io/kevintowner/

## 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

- Managed 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 run e-screens on potential insureds
- Processed quote requests and determine 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 team to update our internal systems by following up on SR-22 tasks

**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

- Finished 2 capstone projects requiring independent research and documentation
  - Created classification systems and ontologies using Protege
  - Learned and gained exposure to Dublin Core Metadata Standards
- Wrapping up group design project, “Future Vision”, with design-thinking methodologies
  - Empathize, ideate, experiment & test, and present
  - Create low to high fidelity wireframes and prototypes
  - Participate and collaborate with group members during weekly Zoom meetings
- Complete weekly assignments requiring reflection, participation and technical abilities