

# KEVIN TOWNER

Product Design & HCI

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## Experience

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

- Document and implement strategies for streamlining multiple policy transactions - renewals, issuance, and workers' comp
- Collaborate with product, and IT teams on developing systems of correspondence with third-party brokers
- Manage large volumes of requests - containing 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

### Relevant Tools

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

### Design & Research

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

## Education

### MSI | Drexel University

- Human-Computer Interaction  
Current

### BA | Kean University

- Criminal Justice  
2014