



# KEVIN TOWNER

## Product Design & Operations

### Career

#### 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

#### 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

Product Design  
UI Design  
UX Research  
Design Systems  
Wireframing  
Prototyping  
Qualitative Analysis

### Tools

HTML5  
CSS3 & LESS  
Figma  
Sketch  
Adobe XD  
Invision  
Useberry  
Qualtrics

### Education

#### MSI | Drexel University

- Human-Computer Interaction  
Present

#### BA | Kean University

- Criminal Justice  
2014