Kevin Towner

Human-Computer Interaction

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Summary

Business professional with over 10 years of experience in customer service and corporate operations. Currently a graduate student studying Human Computer Interaction through Drexel CCI's MSI program, and a WFH Account Analyst at AIG.

Experience

Account Analyst │ AIG, Op Services   2019 - current

- Document Op Services processes, and assist PCG with information gathering and workflow design
- Process roughly 2,500 transactions per month for multiple lines of business
- Collaborate with various operational and underwriting teams to provide exceptional customer service

Business Services │ AIG, Surplus Lines   2017 - 2019

- Processed quote requests and researched broker codes for appropriate underwriting assignments
- Ran e-screens on potential insureds and verified the legitimacy of incoming applications for Surplus Lines

Visual Manager │ Hollister Co.   2014 - 2017

- Managed all seasonal floorsets, visual merchandising efforts, and in-store marketing placements
- Tracked store KPIs, budget hours, and employee scheduling.

Volunteering

Usability Analyst │ Historic Wyoming   1 month

- Volunteer opportunity where I helped the organization by conducting usability audits and heuristic evaluations on their website

Skills

Tools

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

General

- Wireframing
- Prototyping
- Qualitative analysis
- User testing
- Usability & web heuristics
- Design systems
- Competitive evaluations

Education

MSI │ **Drexel University**

- Human-Computer Interaction

BA │ **Kean University**

- Criminal Justice

kevin-towner.github.io/website_2022/