Theo Thompson

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Objective

To design truly innovative and engaging experiences exposing users to far better ways of problem solving, learning, and interacting with one another.

Education

Michigan State University (East Lansing, MI)
B.A. in Media and Information Systems, Media Management

Skills

- User Experience Design
- Wireframing
- Product Development
- VR, AR and MR Design
- Content Strategy
- Loyalty System Design
- Agile Methodologies
- User Research
- Chatbot Design
- Campaign Design
- Client Presentations
- iOS and Android Design

Experience

Sr. User Experience Designer — Rosetta/SapientRazorfish_
Oct 2015 - Sep 2017

Client - Whirlpool Corporation

- Designed customizable ecommerce ecosystem (built on AEM) for use on all brands including Whirlpool, KitchenAid, Maytag, and other Whirlpool brands
- Designed internal VR training tool helping technicians learn to repair products through the HTC Vive
- Collaborated on conducting in-depth interviews and extensive research leading to the creation of full user journeys, personas, an engagement ecosystem, content strategy and content matrix for KitchenAid

Client - Signet Jewelers

- Designed full responsive ecommerce experience for Zales, Peoples Jewelers, Piercing Pegoda and others focusing on merchandising through storytelling

Client - International Fashion Retailer

- Designed full responsive ecommerce experience focusing on meaningful product recommendations, style advising, and interactive shoppable media

Experience (Continued)

User Experience Designer   - Robots & Pencils
Sep 2017 - Current

Client - International Architecture Firm

- Designed a client engagement application utilizing Box.com's back-end system for both iOS and Web enabling internal employees and clients to communicate, track progress, assign tasks and review designs/documents related to their project

Client - International Mobile Bank Start-Up

- Helped design and build interactive animated prototypes for an all-mobile personal bank application including registration, customer support, transactions and a conceptual blockchain wallet UI

Client - International Agriculture Supply Company

- Designed an iOS educational game to help young students learn about and identify safety hazards in different agricultural environments

Client - Cybersecurity Start-Up

- Performed in-depth heuristic evaluation and formulated usability and design recommendations for a network administration dashboard and security analysis software

Internal - Chatbot Design & Build Process Development

- Collaborated on developing processes through which NLP and Scripted conversational experiences are designed, developed, implemented, tested and improved

Other Activities

Nivo Client Ecosystem: Ship It Day Winner (Nationwide Hackathon - 2016)

- Designed a digital environment containing all resources related to a client's digital channels. The goal was to develop a system clients can use as a one-stop-shop for all digital work

Digital Style Guide: Moonshine (Nationwide Hackathon - 2015)

- Designed a Digital Style Guide enabling users to change styling without code knowledge. Features included testing shared styles, importing fonts, and pushing all changes to the live site through a predefined approval process.

References

Tyler Klein - Executive Experience Director at Robots & Pencils
Email: tyler.klein@robotsandpencils.com

Brad Fagan - Executive Creative Director at Robots and Pencils
Email: brad.fagan@robotsandpencils.com