

Kendrick Arnett

Experience

Pier 1 Imports

Lead User Experience Architect

11/2013 - Present

- Designed user-centered, data-driven experiences for the pier1.com e-commerce site via research, usability testing, sketching, visual design, prototyping, and analysis.
- Generated tens of millions of annual revenue dollars by building and executing the A/B testing roadmap for pier1.com and implementing winning variations.
- Collaborated with cross-functional teams of product owners, developers, and stakeholders to achieve intended design.
- Developed and spread a human-centered design thinking framework with advocates across the organization.
- Initiated and championed Pier 1's open source, mobile-first pattern library. Built HTML, CSS, and JavaScript components, ReactJS sample site, and accompanying Sketch library.
- Performed user research and card sorting sessions to address pier1.com's usability, taxonomy, and merchandising.
- Fought for the accessibility rehabilitation of pier1.com resulting in WCAG 2.0 compliance. Gave presentations to stakeholders and developers to raise awareness.
- Organized behavioral analysis dashboards in Adobe Analytics to identify product opportunities and understand results of user story and A/B testing outcomes.
- Mentored and directed activity of junior members of the team in front-end projects.

D.R. Horton

Application Developer

4/2013 - 11/2013

Built Windows Store app UI, features and web services layer for sales tool used in model homes. Prototyped a Windows Store time entry application. Led behavior-driven development process by training business users to write user stories and acceptance tests.

Slalom Consulting

Custom Development Consultant

1/2012 - 4/2013

Developed features for property tax application that depended on frequent collaboration with client stakeholders. Built UI features for touch-based courtroom application.

Texas Power

Web Application Developer

3/2011 - 12/2011

Designed and built ASP.NET MVC app to process natural gas sales data. Wrote paperless billing UI and backend. Developed UI and workflow for common customer service representative tasks.

Thomson Reuters**Software Systems Engineer**

2005 - 2011

Implemented features for ASP.NET MVC web portal and web services used for invoice management and tracking. Wrote ASP.NET MVC application to streamline publication renewal process.

Tyler Technologies**Web Application Developer**

2004 - 2005

Developed features and reports for nationally-distributed property appraisal product. Implemented ad-hoc SQL databases on client machines.

Skills	UX Research, Usability Testing, Design Thinking, Ideation, Interaction Design, Prototyping, Agile Methodologies, A/B Testing, HTML5, CSS, SCSS, JavaScript, ReactJS, Public Speaking, Accessibility, Adobe Analytics, Sketch, Photoshop, MongoDB, NoSQL
Certs	Nielsen Norman Group UX Certification, Interaction Design specialty. January 2018. Certification ID 1019692.
Education	B.S. Computer Science, French minor, Texas A&M University.
References	Available upon request.