

Kendrick Arnett

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Experience

Compassion International

Senior Manager, User Experience

1/2022 – 5/2022

- Designed and built a web app to democratize access to siloed field information from Salesforce and SharePoint, streamlining multi-year planning and marketing. Captured \$358M in immediate needs and supported a \$1.4B strategic fundraising effort.
- Led the design of a crowdfunding app that empowers field partners to raise money for medium-sized projects, addressing a crucial internal funding gap.
- Created the Compassion Design System and expanded its reach by introducing a comprehensive Figma library, incorporating design tokens and sharing them across React, HTML/CSS, and React Native components. Organized a global UI audit of 11 partner organizations to inform and refine the system.
- Developed a sustainable usability testing framework linking Miro to Airtable, enabling observers to classify observations on a grid. Automatic tagging and categorization in Airtable streamlined usability data analysis, creating rapid feedback loops.
- Conducted multilingual ethnographic research to learn about innovators in Compassion's field countries.
- Led a Spanish-language design sprint in Bolivia, followed by additional sprints in the US, Bolivia, and Kenya. Conducted remote usability testing of sprint outputs in Kenya, Peru, and Indonesia to iterate on and refine product design.
- Identified and recruited key talent, building a team of 2 to a team of 5 UX designers and 2 front-end developers.

Compassion International

User Experience Architect III

8/2020 – 1/2022

- Built the Compassion Design System, a human-centered resource that empowers designers and developers at Compassion to build consistent, accessible and brand-aligned digital experiences.
- Partnered with multiple product teams to provide UX design support.
- Educated and trained designers, developers, and product managers on human-centered design and ideation processes.
- Built and maintained relational, cross-silo bridges with designers, developers, and marketers, resulting in elevated trust, understanding, and execution speed across teams.
- Mentored and coached teammates and younger designers, developers, and aspiring UX practitioners across the organization.

Pier 1 Imports

Lead User Experience Architect

11/2013 – 6/2020

- Envisioned and built Pier 1's mobile-first, open-source design system, including a Sketch library, HTML/CSS/JavaScript components, and a ReactJS sample site.
- Conducted user research and card sorting to improve pier1.com's usability, taxonomy, and merchandising.
- Introduced and spread a human-centered design thinking framework, facilitating cross-organizational workshops that led to a product prototype.
- Led accessibility overhaul of pier1.com, achieving WCAG 2.0 AA compliance and raising awareness among executives and stakeholders.
- Built and managed the A/B testing and CRO program for pier1.com, generating tens of millions in annual incremental revenue.
- Designed user-centered, mobile-first experiences for pier1.com's e-commerce site, incorporating research, usability testing, and prototyping.
- Proactively built bridges and collaborated with cross-functional agile teams of product owners, developers, and stakeholders to achieve intended outcomes of designs.
- Mentored junior team members on front-end projects.
- Hosted monthly professional development meetups for designers and developers, enhancing usability, CSS, and JavaScript skills among the group.
- Created behavioral analytics dashboards to identify product opportunities and analyze user stories and A/B testing results.

D.R. Horton

Application Developer

4/2013 – 11/2013

Built Windows tablet app UI, features and web services layer for sales tool used in model homes. Prototyped a Windows Store time entry system. 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 commercial property tax application features, collaborating frequently with client stakeholders to ensure alignment. Designed and built UI features for a touch-based courtroom application.

Texas Power

Web Application Developer

3/2011 – 12/2011

Designed and built a full-stack ASP.NET MVC app to streamline natural gas sales data, improving efficiency and data accuracy. Implemented and managed a paperless billing product, reducing costs and environmental impact. Developed an intuitive UI and workflow to simplify common customer service representative tasks, enhancing user experience.

Thomson Reuters**Software Systems Engineer**

2005 – 2011

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

Tyler Technologies**Web Application Developer**

2004 – 2005

Developed UI and backend for nationally-distributed property appraisal product.

Skills

Design Systems, UX Research, Usability Testing, Design Thinking, Ideation, Interaction Design, Figma, Wireframing, Visual Design, Prototyping, Agile Methodologies, Responsive Web Design, A/B Testing, Conversion Rate Optimization (CRO), Accessibility, HTML5, CSS, SCSS, JavaScript, ReactJS, Public Speaking

Certs

Nielsen Norman Group UX Certification, Interaction Design specialty. January 2018. Certification ID 1019692.
IDEO U Foundations in Design Thinking certificate. July 2021.

Education

B.S. Computer Science, French minor, Texas A&M University.