

Kendrick Arnett

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Experience

Compassion International

Senior Manager, UX & Product Design

1/2022 – 5/2024

- Led the creation and expansion of the Compassion Design System, integrating design tokens across React, React Native, and HTML/CSS components. **Organized a global UI audit** of 11 partner organizations to inform and refine the system.
- **Designed and prototyped a crowdfunding app**, empowering field partners to raise money for medium-sized projects, addressing a crucial internal funding gap.
- **Developed a sustainable usability testing framework**, streamlining data analysis and creating rapid feedback loops for iterative design improvements.
- **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 designs.
- **Led product design** of a web app that democratizes siloed information from Salesforce and Excel, streamlining multi-year planning and marketing. The app is the cornerstone of a \$1.4B strategic fundraising effort.
- **Conducted multilingual user research and testing**, iterating designs based on feedback from diverse user groups.
- **Recruited and built a team** of 5 UX designers and 2 front-end developers, expanding from an initial team of 2.

Compassion International

User Experience Architect III

8/2020 – 1/2022

- **Built the Compassion Design System**, a human-centered resource that empowers designers and developers to create **consistent, accessible, and brand-aligned** digital experiences.
- **Partnered with multiple product teams** to provide comprehensive UX design support, ensuring alignment with **cutting-edge interaction design best practices**.
- **Educated and trained designers, developers, and product managers** on human-centered design and ideation processes, fostering a culture of **innovation and rapid iteration**.
- **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, enhancing their skills in **prototyping, accessibility standards, and modern front-end frameworks**.

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. **Integrated motion and micro-interactions** to enhance user engagement.
- Conducted user research and card sorting to improve pier1.com's usability, taxonomy, and merchandising, focusing on creating **intuitive and delightful user experiences**.
- Designed user-centered, mobile-first experiences for pier1.com's e-commerce site, incorporating research, usability testing, and prototyping to ensure high usability and performance.
- Proactively built bridges and collaborated with cross-functional agile teams of product owners, developers, and stakeholders to achieve the intended outcomes of designs, ensuring **alignment with business objectives and user needs**.
- Introduced and spread a human-centered design thinking framework, facilitating cross-organizational workshops that led to a product prototype, fostering a culture of **innovation and rapid iteration**.
- Led the accessibility overhaul of pier1.com, achieving WCAG 2.0 AA compliance and raising awareness among executives and stakeholders, ensuring **inclusive and accessible designs**.
- Mentored junior team members on front-end projects, enhancing their skills in **prototyping, microinteractions, and accessibility**.
- Hosted monthly professional development meetups for designers and developers, enhancing skills in **usability, CSS, and JavaScript**, and promoting a culture of continuous learning.
- Built and managed the A/B testing and CRO program for pier1.com, generating tens of millions in annual incremental revenue through data-driven design decisions.
- Organized behavioral analytics dashboards to identify product opportunities and analyze user stories and A/B testing results, enabling **informed design decisions**.

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, 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.