

▶ Nick Mosher

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Experience

American Academy of Family Physicians; 11400 Tomahawk Creek Parkway, Leawood KS 66061

Senior User Experience Designer (2021 - Present)

- ▶ Increased research activities to 12+ studies per year
- ▶ Implemented atomic research repository for all 38 applications
- ▶ Designed concept of a voice assistant application for continuing medical education
- ▶ Facilitated external support for UI library maintenance to free up staff to work on more important problems
- ▶ Prototyped in HTML, Axure RP, Adobe XD, and pen and paper

User Experience Designer (2012 - 2021)

- ▶ Designed interactions, components, and overall workflow for over 40 web applications, websites, and mobile apps
- ▶ Introduced, managed, and facilitated [Design Sprints](#)
- ▶ Formalized quantitative and qualitative research practices with 4-6 studies per year
- ▶ Created and chaired the “Documentation IT Standards Committee” to ensure accurate and updated documentation across all of IT
- ▶ Created a web component based UI library for developers (StencilJS) and designers (Axure)
- ▶ Two-time IT Employee of the Month
- ▶ 10+ presentations to leadership all the way up to the EVP about usability practices and test results
- ▶ Trained 10+ staff on design thinking and design sprint facilitation
- ▶ Created WCAG 2.1 standards and responsibilities for the whole organization
- ▶ Served on several enterprise-wide strategy building teams

Enterprise Bank & Trust; 444 E Santa Fe, Olathe KS 66061

Implementation Specialist (Fall 2011 - 2012)

- ▶ Managed online banking conversion for 10,000+ customers
- ▶ Consulted with marketing, IT, and bank executives future enterprise websites and usability
- ▶ Managed projects using SCRUM - agile project management methodology

First Olathe Bancshares; 430 E Santa Fe, Olathe, KS 66061 (2007 – Fall 2011)

Customer Experience Manager

- ▶ Developed and led fraud communications team with regular email newsletter on online safety
- ▶ Managed web and marketing projects as well as online banking implementation and upgrades
- ▶ Designed all web and online related marketing, communications, and educational programs
- ▶ Designed and managed implementation of a revolutionary switch kit web application
- ▶ Trained staff and customers on GTD productivity system by David Allen

Technology Project Coordinator

- Co-led user research focus groups related to website redesigns and perspectives on banking
- Managed web projects, marketing projects, implementations, and upgrades for three banks
- Developed website governance and standards policy manual

Technology Assistant

- Implemented and managed award-winning Intranet with record breaking 95% daily utilization
- Co-Founded and lead Innovation Team

Eternal Second Designs, LLP

Co-Owner, Founding Partner (2005 – 2017)

- Designed and launched 12+ websites in close collaboration with clients
- Built own web content management systems and many other systems on open source standards

Education

University of Kansas – Design, BFA (2005)

- Designed stage lighting and sound for 10+ shows in 4 years
- Recipient of several technical theater awards and scholarships

Certifications and Awards

- AAFP “President’s Award” for assisting the AAFP President in her duties (2021)
- UserZoom Core Certification (2020)
- Futures Thinking Specialization from Institute for The Future (2020)
- UXPA-KC Board Member (2017)
- Kansas City Maker Faire “Maker of Merit Award” (2016 & 2017)
- UX Certification from Nielsen Norman Group (2016, continued in 2021)
- AAFP Leadership Institute graduate (2015)

Skills

- Sixteen (16) years of web, interaction, and graphic design experience
- Ten (10) years of usability testing facilitation, research, and analysis
- Axure, Adobe XD, Userzoom, EnjoyHQ, Photoshop, Illustrator, InDesign, Balsamiq, HTML5, CSS3, Javascript, git, github, Bitbucket, Teamcity
- GTD, Agile project management, Scrum master, waterfall project management, futures thinking
- Strong presentation skills
- Eagle scout

References

Tony Vargas

Vice President - PMO Manager at First Financial Bank Texas

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Relationship: Mentor and Supervisor at First National Bank of Olathe

Amy Smith

Director, CPD Accreditation at American Academy of Family Physicians

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Relationship: Client at American Academy of Family Physicians

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Relationship: Peer at American Academy of Family Physicians

Marie Marley

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Relationship: Long time personal friend and partner at Eternal Second, LLP