James Q. Thompson | Solutions Consultant

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Summary: Tech-savvy UX Designer with 12 years of experience, poised to shift into a Solutions Consultant role. Proficient in requirements gathering, UX design, development, and design thinking, I bring a blend of technical prowess and design acumen to drive strategic client solutions. Skilled in cross-functional collaboration and streamlining organizational efficiency. Enthusiastic about applying user-centric methods and problem-solving abilities to thrive as a Solutions Consultant, seamlessly integrating technology with business goals.

Skills: React | Node | Python | SQL | CSS | Bash | MongoDB | RESTful APIs | Prototyping Wireframing | AWS | UX Design | AI/ML | Design Thinking | Lottie | GSAP | Figma Creative Cloud | Git

Professional Experience:

Sr. Design Technologist, IBM | Sep 2019 – May 2023:

- Automated front-end integration of predictive AI/ML models in prototypes, achieving <10-minute setup without prior knowledge of AI/ML.
- Spearheaded the development of an interactive React component playground, increasing component library adoption by 30%.
- Led the design, development and deployment of a responsive website, visualizing the converged pattern library's growth, using Lottie and GSAP, enabling leadership to see pattern growth in a common location.
- Collaborated in cross-functional teams to develop interactive prototypes for user research, reducing time to market by ~15%.

- Coded reusable React components for the component library, ensuring optimal functionality and contributed to ongoing support and maintenance efforts.

Lead UX Designer, IBM | Nov 2016 – Sep 2019:

- Established a streamlined process to empower designers and removed reliance on engineering resources to provision VMs to host prototypes resulting in a 95% drop in time to provision and deploy interactive prototypes for user research.
- Leveraged interactive prototypes to advocate for the integration of the drag-and-drop feature into the Watson Assistant (AI Chat) product, resulting in a 43% increase in customer satisfaction.
- Revamped VM configuration and subscription workflows, achieving a significant ~25% increase in conversion rates.
- Designed and implemented a CLI utility ensuring 100% alignment with the latest library components.

Design Manager, Gravitant | Aug 2014-Nov 2016:

- Developed a user experience strategy and efficiently managed resources to execute the plan, resulting in a notable 20% increase in customer adoption and the subsequent acquisition by IBM.

- Educated leadership on the design process and modern web technologies, resulting in the successful securing of $500k in funding for the development of a modern user experience.

Principal Interaction Designer, Dell | Aug 2011 – Feb 2014:

- Conducted user research using interactive prototypes, and leveraged findings to enhance user workflows and overall user experience of converged infrastructure offering. Contributed to the successful on-schedule launch of the product.
- Conceptualized and documented a process for creating data-driven prototypes, enabling designers to generate prototypes for user research independently, reducing reliance on engineering resources by 95%.

User Experience Manager, HP | Jun 2008 – Aug 2011:

- Collaborated with diverse engineering groups to architect user experience proof of concepts, securing a $250k investment for an expanded initiative that laid the foundation for the HPOne design language.

Education:

- Bachelor of Environmental Design in Architecture, North Carolina State University
- Bachelor of Design in Graphic Design, North Carolina State University
- Data Engineering w/ SQL and AWS, University of Texas at Austin Data Analytics Certification
- Makersquare Front-End Development

Notable Achievements:

- Cradle for portable server monitor: Developed a physical housing for a digital server, demonstrating my understanding of the physical world in which digital products live.