

James Q. Thompson, Sr. User Experience Designer

Results-driven Sr. User Experience Designer with with 12+ years of design experience and a proven track record of driving design strategy in dynamic environments. Expertise in user experience design, prototyping, and collaborative problem-solving. Successfully managed \$250k-500k budgets have grown design teams 400%.

Skills

AI/ML	Creative Cloud	CSS
Design Thinking	Figma	Node.js
Python	React.js	SQL
Shell scripting	UX Design	

Employment History

Sr. Design Technologist at IBM

Sep 2019 – May 2023

- Automated front-end integration of predictive AI/ML models in prototypes, achieving a less than 10-minute setup and driving increased engagement and funding.
- Spearheaded development of an interactive React component playground, boosting component library adoption by 30%
- Led the development and deployment of a responsive website with animated SVGs, visualizing the converged pattern library's growth. Navigated unclear requirements and tight deadlines, resulting in early asset delivery for quick cross-functional team insights.
- Collaborated in cross-functional teams to develop React prototypes, reducing time to market by ~15% through enhanced feedback gathered from interactive designs.

Lead UX Designer at IBM

Nov 2016 – Sep 2019

- Established a streamlined design organization process enabling designers to independently host interactive prototypes on IBM Cloud. Reduced hosting by 95% by eliminating reliance on engineering.
- Utilized design thinking methodology, cloud space expertise, and insights from user research data to revamp VM configuration and subscription workflows. Achieved a significant ~25% increase in conversion rates.
- Designed and developed a CLI utility ensuring 100% alignment of designers with the latest library components, contributing to organizational design cohesion.

Design Manager at Gravitant

Aug 2014-Nov 2016

- Led a team of 3 designers to develop a modern design language, which was implemented

in product offerings, modernizing the user interface and creating the initial version of a design language.

- Led a team of 5 designers and multiple engineers in designing and implementing the user experience for a large-scale enterprise application. Successfully delivered the project on time and under the \$500k budget, contributing to the product being brought to market on schedule and playing a vital role in the successful acquisition by IBM.

Lead User Experience Designer at RxNetwork

Feb 2014 – July 2014

- **Collaborated with engineering to design and deliver a responsive web interface on schedule. Developed reusable visual elements and interaction patterns, enhancing overall project efficiency.**

Principal Interaction Designer at Dell

Aug 2011 – Feb 2014

- **Collaborated with engineering to obtain business use cases, 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.**
- **Developed and documented a process for creating dynamic data-driven prototypes, enabling designers to generate prototypes for user research independently, reducing reliance on engineering resources by 95%.**

User Experience Manager at HP

Jun 2008 – Aug 2011

- **Collaborated with diverse engineering groups to assess and enhance the enterprise server management user experience landscape. Developed 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

Professional Development

Data Engineering w/ SQL and AWS
University of Texas at Austin Data Analytics Certification
Makersquare Front-End Development

Patents

Cradle for portable server monitor
A physical housing for a digital server offering