

James Q. Thompson | Design Technologist

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Summary: Experienced Design Technologist with over 12 years of expertise in UX design, known for crafting prototype solutions that address intricate questions of interaction design, usability, feasibility, and desirability. Adept at collaborating cross-functionally and optimizing operations in dynamic environments. Passionate about advocating for the customer and bringing a unique perspective to UX design implementation.

Skills: React | Javascript | Node | Python | SQL | CSS | Bash | Prototyping | Wire Framing | AWS
UX Design AI/ML | Design Thinking | Figma | Sketch | Creative Cloud

Professional Experience:

Sr. Design Technologist at IBM | Sep 2019 – Sep 2024:

- 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 development and deployment of a responsive website, visualizing the converged pattern library's growth enabling leadership to see pattern growth in a common location.
- Collaborated in cross-functional teams to develop React prototypes for user research, reducing time to market by ~15%.
- Coded reusable React components for the design system, ensuring optimal functionality and contributed to ongoing support and CI/CD maintenance efforts.

Lead UX Designer at 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 SaaS 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 at Gravitant | Aug 2014-Nov 2016:

- Developed a user experience strategy and efficiently managed resources to execute the plan, resulting in a notable 25% decrease in customer cloud spend 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
- AWS Cloud Technology Consultant Personal Certificate
- Makersquare Front-End Development

Notable Achievements:

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