James Thompson

Solutions Consultant
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Aspiring Solutions Consultant, seeking to leverage my skills and 12+ years of experience in UX/UI design, prototyping, and design thinking to drive strategic solutions for clients. Adept at collaborating with cross-functional teams, I bring a dynamic perspective that combines innovative design with a deep understanding of technology. Eager to apply my user-centric approach and problem-solving skills to excel in a Solutions Consultant role, guiding clients towards optimal solutions that marry design excellence with business objectives.

Technical Skills

React.js	Node.js	Python
SQL	Shell scripting	CSS
AI/ML		

Design Skills

UX Design	Design Thinking	Figma/Sketch
Creative Cloud		

Work Experience

IBM
Sr. Design Technologist | Sep 2019 – May 2023

- Collaborated with design and engineering executives leading to the identification and implementation of 3 product opportunities that helped drive AI further into IBM products.
- Engaged with customers to understand problems and propose designs that demonstrate a deep understanding of stated problems.
- Wire framed and coded React prototypes to communicate designs to users and executive leadership that led to focused initiatives, funding and resources
- Identified gap in tooling and created a utility that would allow front end devs to implement predictive models in prototypes within in minutes instead of spending weeks understanding the ML learning curve.

IBM
Lead UX Designer | Nov 2016 – Sep 2019

- Lead design effort to redesign VM purchase and configuration workflow, leading to ~20% increase in conversion rates.
- Used React prototypes to enhance and communicate designs to engineering team resulting in reduction in development time by weeks.
- Engaged with design executives to use knowledge of cloud space to influence and set design strategy across multiple products.
- Facilitated design thinking workshops that helped design teams understand the problem space and develop user profiles.
- Observing designers working with outdated design components, I created a CLI utility. Once installed, this tool ensured that designers always had the latest design components, preventing presentations from being derailed by mentions of outdated elements and maintaining focus on the task at hand.

Gravitant
Design Manager | Aug 2014-Nov 2016

- Spearheaded team that designed and developed platform that resulted in customers to reducing budget overruns by ~30% (Platform was crown jewel in acquisition)

- Engaged with executives and architects to build a cloud brokerage platform user experience strategy

- Created full-stack responsive interactive wireframe prototypes the helped the sales team close deals

- Created scenarios used to generate compelling cloud brokerage use cases

- Engaged with architects and developers to implement proper front-end technologies and a reusable component library

RxNetwork
Lead User Experience Designer | Feb 2014 – July 2014

- Design healthcare-focused mobile and web applications

- Execute and evangelize design strategy

- Create scenarios used to generate compelling use cases

- Engage with executives to ensure designs provide value to users and address business cases

- Engage with the development team to ensure accurate design implementation

Dell
Principal Interaction Designer | Aug 2011 – Feb 2014

- Designed compelling user interfaces for converged infrastructure management software

- Created functional prototypes, wireframes, click-throughs, and mockups

- Participated in user research efforts to gain a better understanding of users to ensure the delivery of optimal user experience

- Engaged with Marketing and Engineering to translate business needs into product features

- Built relationships with stakeholders outside of the design group to ensure user feedback is applied to the product offerings

HP
User Experience Manager | Jun 2008 – Aug 2011

- Defined and managed overall user experience strategy for enterprise & SMB software applications

- Created user scenarios functional prototypes, wireframes, click-throughs, and mockups

- Initiated and participated in contextual customer research to assist in gathering requirements and use cases

- Led design efforts and managed tactical user interface work for enterprise touchscreen displays

- Effectively managed budgets ranging from $75k - $750k and large-scale projects (5-7 person teams)

Personal Development

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

Education

North Carolina State University
Bachelor of Graphic Design
Bachelor of Environmental Design in Architecture

Patents

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