

James Q. Thompson

Austin, TX | qbi11y.github.io/portfolio | 202.271.5700

Overview

Highly motivated strategic thinker with over 15 years of proven design experience.

In addition to strong leadership skills, I have expertise in rapid prototyping, information architecture and design strategy.

Skillset

Javascript	CSS	Python
NodeJS	MongoDB	Sketch
ReactJS	SQL	Data Analytics

IBM Watson Sr. Experience Design Strategist

Austin, TX | **Nov 2015 – present**

- Collaborate with design executives to drive design strategy throughout the Watson organization
- Work with engineering and offering management to ensure designs are implemented as designed
- Engage with customers to understand problems and propose designs to offer solutions
- Wireframe and code prototypes to communicate designs to users and executive leadership
- Identify product opportunities and propose comprehensive design solutions
- Lead Jr. designers through IBM Design Thinking process & Facilitate IBM Design Thinking workshops

Gravitant Sr. Lead User Experience Designer / Design Technologist

Austin, TX | **Aug 2014 – Nov 2015 (acquired by IBM 2015)**

- Engage with executives and architects to build cloud brokerage platform user experience strategy
- Create full-stack responsive interactive wireframe prototypes
- Manage and direct supplemental design and development resources
- Engage with architects and developers to implement proper front-end technologies
- Oversee the creation of reusable component library
- Review workflows and wireframes of product managers

RxNetwork Lead User Experience Designer

Austin, TX | Feb 2014 – Jul 2014

- Design health care 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 development team to ensure accurate design implementation

Dell Principal Interaction Designer

Austin, TX | August 2011 – February 2014

- Design compelling user interfaces for converged infrastructure management software
- Create functional prototypes, wireframes, click-throughs and mockups
- Participate in user research efforts to gain better understanding of users to ensure delivery of optimal user experience
- Using results from customer research to design initial concepts
- Build relationships with stakeholders outside of design group to ensure user feedback is leveraged
- Advise multiple business units on benefits of implementing compelling user experiences

Hewlett-Packard Sr. User Experience Manager / Sr. Interaction Designer

Houston, TX | June 2008 – August 2011

- Define and manage overall user experience strategy for enterprise & SMB software applications
- Create user scenarios functional prototypes, wireframes, click-throughs and mockups
- Initiate and participate in contextual customer research to assist in gathering requirements and use cases
- Manage third party vendors in the creation of final deliverables
- Established user experience design process
- Led design efforts and managed tactical user interface work for enterprise touchscreen displays
- Advise multiple business units on benefits of implementing compelling user experiences
- Effectively manage budgets ranging from \$75k - \$750k
- Manage large-scale projects simultaneously (5-7 person teams)
- Manage and mentor user experience summer intern

IBM Interaction Designer

Durham, NC | **October 2004 – November 2007**

- Designed compelling and engaging user interfaces for enterprise web and rich client applications
- Created functional prototypes and mockups
- Created dynamically extensible concept movie that allowed staff to plug in content to create new concept movies saving 30+ hours per movie
- Led initial design efforts on groundbreaking web mail applications BlueMail
- Led a design team of 7 designers and developers to gather user requirements and to redesign administration interface for WebSphere Portal, \$100mil+ software application.
- Created and analyzed user scenarios, use cases and heuristic evaluations to better demonstrate user-centric designs and wrote design specifications

Education

Bachelor of Graphic Design, Bachelor of Architecture

North Carolina State University School of Design, Raleigh, NC

Professional Development

University of Texas Data Analytics Certification (March 2020)

Makersquare Front-End Development 2014