Details

Austin, TX
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James Q. Thompson, Solutions Architect

Aspiring Solutions Architect, 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 Architect role, guiding clients towards optimal solutions that marry design excellence with business objectives.

Skills

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

Employment History

Sr. Design Technologist at IBM
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.

- Orchestrated the configuration of cloud resources for the deployment of web applications, simultaneously elevating DevOps proficiency. Contributed to and sustained an internal design system, showcasing a multifaceted skill set that seamlessly blends UX design with technological acumen.

- Wire framed and coded React prototypes to communicate designs to users and executive leadership that led to focused initiatives, funding and resources.

- Pioneered and executed transformative initiatives to automate internal design processes, empowering developers and designers to effortlessly integrate predictive AI/ML models into prototypes within a swift 10-minute timeframe. Achieved a 100% accuracy rate in guaranteeing the real-time relevance of design assets.

Lead UX Designer at IBM
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.

- Utilizing my expertise in configuring and deploying IBM Cloud resources, I successfully streamlined the hosting process for numerous prototypes, catering to clients and executives. This resulted in accelerated project timelines without imposing any strain on engineering resources.

- Identifying the challenge of designers grappling with outdated design components, I initiated the developed of a CLI utility. This tool guaranteed designers access to the latest design components, preventing disruptions in presentations caused by outdated elements. The result: sustained focus on the task at hand, ensuring seamless collaboration

and optimal user experiences.

- Facilitated design thinking workshops that helped design teams understand the problem space and develop user personas.

Design Manager at Gravitant
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.

Lead User Experience Designer at RxNetwork
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.

Principal Interaction Designer at Dell
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.

User Experience Manager at HP
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).

Education

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