

Kevin P. Thompson

UX Designer, Manager/Product Owner and Certified SCRUM Master

Mobile Design • Interaction Design • Information Architect • Human Factors • Usability Specialist • User Experience Design

351 Channelside Walkway, Tampa Florida (Office) 1-603-502-6964

Accomplished Senior UX/IXD/HCI Designer and UX Manager with years of experience conceiving, designing, creating and delivering profitable, award winning, user-centered design for Fortune 500 clients including: **Disney, Pixar, Cisco, Mercer, Ticketmaster, PBS, Hasbro, Hearst Corp, General Motors, USAF, General Dynamics, Dell, and Moody's Analytics.**

Accomplished in the following	Accomplished in the following methods / deliverables
<ul style="list-style-type: none">• Figma, Axure, Sketch, Photoshop, Illustrator	<ul style="list-style-type: none">• UX/UI Design, Mobile & Responsive Design, Web Design, User Research
<ul style="list-style-type: none">• Jira, Confluence, GitHub, Agile Central, LeanKit, Kanban	<ul style="list-style-type: none">• User-Centered Design, Agile Development Process, Lean UX
<ul style="list-style-type: none">• HTML/CSS, Bootstrap, Angular, React, Java Script	<ul style="list-style-type: none">• Persona Creation, Journey Maps, Task Analysis, Use Cases, Taxonomies
<ul style="list-style-type: none">• UX Manager, Product Owner, SCRUM Master	<ul style="list-style-type: none">• Wireframes, Prototypes, Polished Comps, Heuristics Analysis
<ul style="list-style-type: none">• Senior Enterprise UX Product Designer / IXD / HCI	<ul style="list-style-type: none">• Usability Testing, Remote Interviewing, Contextual Inquiry, Ideation Events

Peraton, Herndon, VA - May 2017 – Present

Hired as Principal UX Designer and promoted to UX Manager I lead UX strategy and design execution for large-scale, **enterprise platforms**, setting design standards across multiple products and teams. I operate at the intersection of product, design, and engineering—shaping roadmaps, influencing architecture decisions, and ensuring usability, accessibility, and scalability are built into systems from the ground up.

I own product design end to end, defining and evolving design frameworks, interaction patterns, usability best practices and consistency across desktop and mobile platforms. I regularly translate ambiguous problem spaces into clear experience direction using personas, journey maps, and system-level interaction models. I drive research strategy and usability excellence through a mix of qualitative and quantitative methods, including moderated and unmoderated usability testing, contextual inquiry, field studies, and iterative validation throughout the product lifecycle including roadmap prioritization, managing complex dependencies, and partnering with engineering to reduce technical debt.

I am deeply experienced in Agile product development and operate comfortably across multiple concurrent initiatives. I use Jira and Confluence to drive execution, maintain shared understanding, and ensure transparency across stakeholders. My work consistently balances user impact, engineering feasibility, and business outcomes, resulting in durable, high-quality products that scale.

In parallel as the UX Manager, I mentor and guide designers and cross-functional partners, providing design direction, critique, and coaching to elevate both individual contributors and team output.

Certifications: CSM, ITIL v3 | Additional: Active federal security clearance

Pitney Bowes, Danbury, CT - May 2015 - April 2017

Hired as a **Senior Product Designer** for PB's Global User Experience team. I successfully lead the UX design of numerous tools for multiple lines of PB businesses. I worked closely with PB's developers based in India, Canada and the US to deliver robust responsive design solutions for high volume PB merchants such as eBay and Walmart. Deliverables included UX discovery, concept designs, personas, journey maps, user studies, wireframes, polished visual comps and Axure interactive prototypes. Additionally, I routinely conducted field based user research.

Cigna, Bloomfield, CT - June 2014 - April 2015

Engaged by Cigna as a **Senior Product Designer** with extensive experience in usability and Human Factors Engineering.

In this capacity I worked closely with Cigna's IT development teams, BAs and SAs to improve the user experience for the heavily trafficked Cigna.com web site, Cigna Health Care Exchange sites and its micro sites. Daily design responsibilities including translating complex business requirements into meaningful, flexible, scalable, design concepts that feature a strong user-centered design, comply with Cigna design guidelines, and adhere to industry best practices and standards. Deliverables including user stories, use cases, work flow diagrams, interaction design taxonomies, content design, extensively annotated wireframes, highly polished visual comps and regular presentations to Cigna C suite and Management Steering Committees.

Mobiquity Inc., Boston, MA, May 2011 – May 2014

As a full time **Senior Product Designer** for **Enterprise Mobile Applications** at Mobiquity I successfully conceptualized, designed and delivered, via an Agile process, intuitive, engaging enterprise mobile experiences in a fast paced, multidisciplinary environment. In my role I have successfully created and delivered responsive designs, as well as, mobile web and native apps for the iPhone, iPad and Android platforms. I have experience with jquery, HTML5/CSS3, IOS5, Android 4.0, cross-platform interoperability and the best practices for graceful degradation. I work daily with developers, business analysts and client stakeholders facilitating ideations workshops, providing team leadership and concept vision in addition to process flows, wireframes, user interface specification and creative art direction for both internal and external resources. Additionally, I am passionate about design challenges and translating both technical and business requirements into elegant, intuitive mobile UIs that delight the end user.

Cisco Systems, San Jose, CA June 2010 – May 2011

Engaged as a **Senior Product Designer** and usability specialist. In this capacity I designed Cisco System's enterprise TelePresence Order Assurance portal (TOA) that combines a suite of tools that services and facilitates manufacturing and delivery of premium Telepresence units to Cisco's global market. Additionally, I successfully conducted heuristics studies, created moderator's guides and facilitate usability tests while working with Cisco's globally distributed management and sales teams. I distilled my findings and recommendations and presented several times to senior

executives within Cisco. Deliverables included content inventories, use cases, work flow diagrams, information analysis, concept design, extensively annotated wireframes, highly polished visual comps persona maps, and usability testing.

Ticketmaster, Hollywood, CA June 2010 – December 2010

Engaged as a **Senior Product Designer** and usability specialist. In this capacity I designed Ticketmaster's high profile, heavily trafficked, Platinum Client portal. Design responsibilities included translating complex business requirements into meaningful, flexible, scalable web part modules that integrated several mature proprietary tools into one strong user-centered design. Deliverables included persona maps and use cases, user work flow diagrams, content design, extensively annotated wireframes, highly polished visual comps and usability testing, analysis and report with presentation to executive level management.

Dell / EqualLogic, Nashua, NH February 2010 – June 2010

Engaged as a **Senior User Experience Designer** and usability specialist for Dell's EqualLogic enterprise storage solutions web site. Responsibilities included translating complex business and brand requirements into flexible, scalable user-centered RIA designs for this heavily trafficked environment. Deliverables included, site taxonomy, interaction design, annotated wireframes and highly polished visual comps.

General Dynamics C4 Systems Taunton, MA March 2008 – February 2010

Engaged as **Senior Human Factors Engineer HFE / UX / IA** to develop and deliver logical information models, user flows, wireframes, concept generation and simplified navigation schemes for WIN-T battle management communications system. This included extensive heuristic reviews, micro level UI evaluations, task analysis, and critical phase usability testing of active duty military personnel. Continuously collaborated with government officials, senior active duty military personnel, SMEs, GD management and software engineers to drive critical performance UI enhancements into the core WIN-T communications system for both fat and thin client apps.

Course Technology / Cengage Learning Boston, MA September 2007 – March 2008

Engaged as a **Senior UX Designer** for Cengage Learning. In this capacity I designed highly customized, Flex based, e-learning solutions for Cengage customers within K-12, higher education and corporate professionals. Deliverables included e-learning application designs, wireframes, workflows and polished visual comps while collaborating with multifunctional teams. In addition responsible for leading rebranding efforts across numerous Cengage Web sites directly leading to product improvements.

US Air Force / Lockheed Martin Boston, MA May 2007 – August 2007

Engaged as a **Senior Information Architect** and **Usability Specialist** to the US Air Force to redesign the Force Readiness Metrics portal. Responsibilities included instituting a strong user-centered design within a highly collaborative environment. Translating complex business requirements into meaningful, flexible, scalable concepts. Delivering work flow diagrams, content models, extensively documented wireframes and highly polished creative screen comps.

A&E History Channel & The Biography Channel Stamford, CT January 2007 – May 2007

Engaged as **Senior Information Architect** and **Usability Specialist** for A&E History Channel and The Biography Channel. Responsibilities included deep heuristic evaluation of client's sites, institution of a strong user-centered design process, flow diagrams, content models, extensively documented wireframes and highly polished creative comps.

Bank of America / Fidelity Investments Boston, MA March 2006 – November 2006

Engaged by Fidelity as **Information Architect** and **Usability Specialist** for high profile client Bank of America. Responsible for pre-project scoping, distilling / gathering business requirements, defining personas, creating scenarios and working with business analysts to clarify user goals, target audience and measurement criteria. Responsible for defining site structure, site maps, global / local navigation, wire frames, page mockups and functional specifications.

Hearst Corporation / EMC New York City, NY January 2006 – March 2006

Engaged by the Hearst Corporation as an **Information Architect** for their SharePoint Enterprise portal. Responsibilities included requirements gathering global taxonomy, interaction models, navigational paradigm, wireframes and creation of polished visual comps.

M.I.T. Sloan School of Management Cambridge, MA May 2005 – December 2005

Engaged by DR. Glen Urban, Dean Emeritus at MIT, as **Senior Interaction / Concept Designer** to lead his team of postgraduate students in the development of cutting edge, trust-based marketing techniques for web sites. Responsible for creating visual concepts, interaction models, wireframes, navigational paradigms, high fidelity Web prototype and templated branding conventions.

General Motors Detroit, MI January 2003 – April 2005

Engaged by General Motors as **UX/UI Concept Designer** and **Usability Specialist** of GM's AutoChoiceAdvisor Web site. Responsibilities included working with complex multidisciplinary teams, business strategists and third party developers in delivering a high fidelity prototype, comprehensive wire frames and extensive usability studies. AutoChoiceAdvisor was the initial foundation concept for today's MyProductAdvisor.com the modern day UX of which I also designed.

Education:

- Northeastern University, Boston, MA.
- Academy of Art University, San Francisco, CA
- New England School of Art and Design, Boston, MA