

T.J. Walker *Product Designer & Creator*

Atlanta, GA 30339

Mobile: (706) 681-0756

E-mail: teejaydev@gmail.com

Experienced professional seeking role with a progressive organization that utilizes skills acquired through past management consulting and UI/UX design positions & education.

EDUCATION

Mobile Development Atlanta, GA
General Assembly, 2015

Master of Business Administration Atlanta, GA
Troy University, 2020

Bachelor of Science in Marketing Albany, GA
Albany State University, 2003

SUMMARY OF QUALIFICATIONS

- 7+ yrs. product development exp.; including research, creation, and deployment
- 7+ yrs. mgmt. consulting exp.; including research, data interpretation, and solution implementation
- 7+ yrs. end-user metric tracking tool design; end result – software solution
- 6+ yrs. mobile UI/UX design experience in Agile development environment
- 35+ mobile apps designed
- 3+ yrs. experience with HTML5 & CSS3
- Proficient in Sketch, Axure, Invision, Balsamiq, Adobe XD & Marvel
- Experience with Figma, Zeplin, & multiple Adobe Suite products
- 12+ years client interaction experience with corporate users and end-user customers

PROFESSIONAL EXPERIENCE

Reliance Software Development (Appsketiers) – Senior UI/UX Designer & Product Designer

Atlanta, GA

8/18-present

- Led cross-functional teams through entire product development lifecycle from inception to completion then product launch
- Led and performed UX research -- created user stories based on research findings.
- Defined scope of user interfaces and interaction styles to enhance user experience for retention and conversion
- Designed and built wireframe mock-ups based on user research findings and user stories.
- Designed and built UI for iOS and Android application screens and prototypes using iterative development methods.
- Communicated application requirements and information to product owners & back-end development team and interfaced with them through the entire development cycle, most times acting as project manager when necessary.

- Completed all research, site/app mapping, wireframing, UI/UX design work, prototyping, and system documentation for 50+ end-user mobile applications.
- Managed UI/UX development process throughout product development lifecycle using Agile development principles. Primary design & collaboration tools: Sketch, Invision, Basecamp, Trello, and Adobe Suite products
- Developed business use-case requirements with product owners, clients, and internal team members in order to deliver optimal product for the intended consumer.

Freelance / Startup Co-founder – UI/UX Designer & Product Designer

Atlanta, GA

1/13-present

- Performed UX research and created user stories based on research findings.
- Designed and built wireframe mock-ups based on user research findings and user stories.
- Designed and built UI for iOS and Android application screens and prototypes using iterative development methods.
- Communicated application requirements and information to back-end development talent and worked with them through the entire development cycle.
- Completed all research, site/app mapping, wireframing, UX/UI design work, & prototyping for multiple mobile end-user mobile applications.

Crawford & Company (State Farm) – Independent Adjuster

Atlanta, GA

10/14-02/18

- Handled 2,000+ claims in a centralized claims environment using State Farm's proprietary claim handling software, ECS (Enterprise Claims System).
- Investigated new and existing claims in order to pay and close.
- Determined liability on claims and notified all parties by phone and/or mail, as necessary.
- While handling claims: Interviewed policyholders. Reviewed claims related reports, bills, and receipts. Took recorded statements for disputed claims. Sent, received, and reviewed correspondence related to the claims. Completed tasks on claims. Verified all tasks completed on claims before closing.
- Reviewed claims and made payments to owed parties.

Worley Catastrophe (State Farm) – Independent Adjuster

Bakersfield, CA

04/14-02/18

- Handled 500+ claims in a centralized claims environment using State Farm's proprietary claim handling software, ECS (Enterprise Claims System).
- Investigated new and existing claims in order to pay and close.
- While handling claims: Interviewed policyholders. Reviewed claims related reports, bills, and receipts. Took recorded statements for disputed claims. Sent, received, and reviewed correspondence related to the claims. Reviewed estimates and photos. Completed tasks on claims. Verified all tasks completed on claims before closing.
- Reviewed claims and made payments to owed parties.
- Assessed hail damage to insured's property for prompt claim payment.

State Farm – Quote & Bind – Agency Support Specialist

Atlanta, GA

03/13-04/14

- Translated customer insurance needs & wants into insurance policy coverages & endorsements, resulting into over 500 home, condo, renters, and auto policies written for State Farm customers.
- Advised current and potential State Farm policyholders on their agent's behalf and acted as their agent, making specific recommendations and changes to policies.
- Filed and handled claims on the agency's policyholders' behalf and followed up with necessary documentation and information, as needed.
- Served as liaison between State Farm policyholders and corporate departments in areas such as Claims, Underwriting, and Policy Service.

4th America, LLC - Self-Employed Contractor – Business Development & Process Consultant

Atlanta, GA

07/11-10/12 & 10/08-06/10

- Designed, deployed, and implemented client's proprietary Management Operating System that focused on efficiency through improved logistics, planning, and quality control.
- Gathered requirements for management operating system software from business stakeholders and wrote specifications & requirements for clients' proprietary management operating system software applications.
- Designed all main operational processes that were core to business operations, implemented those processes, and refined those processes using continuous improvement practices, methods, and metrics measuring tools. Implementation of the new processes saved one client an annualized amount of \$307,000 in operating costs on \$3,800,000+ in revenue and, at the same time, strategically positioning them to increase annualized profits by more than \$190,000.

Georgia Dept. of Revenue – Quality Analyst (contract)

Atlanta, GA

06/10-07/11

- Analyzed current customer service quality levels, procedures, and protocols, then identified areas for improvement.
- Identified value added activities and eliminated non-value added activities, which decreased average customer handle time by 1 minute 35 seconds per call, a 22.6% decrease.
- Devised & executed action plans to improve customer service quality levels and facilitated the hiring & retention of employees with skill sets that better fit the newer, modified job requirements for customer service positions.
- Trained managers, supervisors, and front-line employees on new operational protocols and procedures within new and modified customer service department operating guidelines. Supervisors and managers transitioned from managing on experience & gut instinct to managing based on key metrics and using tools, designed by myself, to keep those metrics within specified limits.

Proudfoot Consulting Company – Process Consultant (contract)

Atlanta, GA

05/08-10/08

- Designed, modified, and improved clients' Management Operating Systems in order for the client to be able to focus on fact-based decision making.

- Coached and trained client management personnel on effective management techniques; which included active management practices aimed at employee involvement and use of software-based performance management tools.
- Wrote specifications & requirements and designed software-based performance management tools to track the clients' progress and made recommendations for change based on the data collected.
- Guided and assisted client personnel through change management initiatives which included necessary behavior changes, leading to the clients' 3 to 1 ROI.

USC Consulting Group, LLC – Project Consultant

Atlanta, GA

09/06-04/08

- Assessed current client situations, assisted the client in setting attainable goals and developed plans to help the client achieve those goals while more efficiently using current and newly introduced operating systems & tools.
- Implemented newly developed processes and refined existing processes resulting in increased savings, improved KPI levels, recovered lost time, identified root causes, more efficient logistics, higher OEE and increased revenue generated.
- Wrote specifications & requirements for newly created software-based management operating systems.
- Analyzed collected data and produced reports, with recommendations, based on the findings.