Jordan Dodd

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Education

BFA, INTERACTIVE MEDIA DESIGN | THE ART INSTITUTE OF HOUSTON
WINTER 2008
- Awarded Perfect Attendance
- Member of National Technical Honors Society (NTHS)

AAS, MULTIMEDIA AND WEB DESIGN | THE ART INSTITUTE OF HOUSTON
SUMMER 2001

Skills & Abilities

MANAGEMENT
- Agile Methodology - Servant Leadership, Removing Impediments
- Strategic Thinking - Cost Analysts, Operations Analysts, and Strategic Planning

COMMUNICATION
- Absorbing technical requirements and translating them into mocking ups and workflows quickly
- Active listening and receiving feedback well
- Facilitating conversations and giving presentations

LEADERSHIP
- Design Thinking - Empathize, Define, Ideate, Prototype and Test
- Time Management - Goal Setting, Prioritization of Work, and Initiative-Taking

TECHNICAL SKILLS
- Applications: Adobe Creative Suite, Adobe XD, SharePoint, Camtasia, Balsamiq, Axure
- Technologies: Bootstrap Framework, Parallax, EXTJS, MongoDB, AngularJS, HTML5, CSS3, D3JS

Experience

USER EXPERIENCE CONSULTANT | INDUSTRIAL DATA LABS
JULY 2020 – PRESENT
- Create user personas through user research and statistical data
- Define the right interaction model and evaluate its success
- Develop wireframes, workflows, and prototypes
- Find creative ways to solve UX problems (usability/findability)
- Design branding and style guides

USER EXPERIENCE DESIGN ENGINEER | IPT GLOBAL, LLC.
SEPT. 2017 – JULY 2020
· Create user personas through user research and statistical data
· Define the correct interaction model and evaluate its success
· Find creative ways to solve UX problems (usability/findability)
· Set UX vision, milestones, and goals for the product and UX team
· Develop user interface designs, user experience workflows, and improve the experience for the products
· Maintain consistency of product marketing and branding align with company strategies and goals
· Developed and maintain branding (both internal and external)
· Help with guidance from desktop applications into cloud-based solutions of our product suite
· Research UX improvements of core application initiatives
· Held design review sessions of design concepts with stakeholders, leadership, and product teams
· Facilitated UAT's with product and QA teams
· Evangelize better user experience practices and solutions based on design thinking methodologies

UX LEAD | AMERICAN INTERNATIONAL GROUP, INC. (AIG)
AUG. 2016 – AUG 2017
· Lead the global UX team (US, India, and Bangladesh)
· Set UX vision, milestones, and goals for the product and UX team
· Consult with clients and business leaders to maximize long term product goals
· Created user personas through user research and statistical data
· Found creative ways to solve UX problems though user research (usability/findability)
· Develop branding and styling vision
· Proactively proposed improvements to the product lines to senor leadership
· Lead UX research initiatives to develop user empathy of the product lines and marketing strategy
· Developed high and low fidelity mock-ups, prototypes
· Helped with product planning and cost estimations

UI/UX DESIGNER | THE INFORMATION STORE, INC.
DEC. 2014 – NOV. 2015
· Lead customer web branding/re-branding projects
· UI/UX design lead of SAAS applications
· Compiled a solution guide of company's UI components to design solutions for clients using Balsamiq
· Easily articulate design decisions and opinions, present design work, setup creative team meetings
· UX field research and contextual inquiries
· Develop concepts, personas, storyboards, and workflows
· Developed concepts for mobile interfaces of SAAS applications
· Implemented SEO standards in web-based applications
· Evangelize better user experience practices and solutions to development and leadership team
· Created high and low fidelity mockups

WEB DEVELOPER | THE INFORMATION STORE, INC.
DEC. 2011 – DEC. 2014
- Created web-based prototypes using HTML5, CSS3, SharePoint, and Sencha EXTJS
- Created wireframes using Illustrator and Balsamiq
- Optimized design workflow process and coordination with development teams
- Performed usability testing of all solutions
- Learned internal proprietary language (PSL) and created web-based components using PSL integrated into SharePoint environments
- Perform maintenance and routine updates to web applications
- Developed product user interface components and interactive elements based on Microsoft material design
- Advocated enhancements and optimizations to websites/applications
- Lead customer branding and rebranding projects

BUSINESS SYSTEMS ANALYST | AMERICAN INTERNATIONAL GROUP, INC. (AIG)
APR. 2008 – FEB 2011
- Primary liaison between HR and IT departments
- Responsible for tactical systems and process optimizations
- Designed and supported HRIS (SharePoint, Lotus Notes, and HTML)
- Supported and maintained database architecture initiatives using SharePoint, MySQL, and Lotus Notes
- Improved web presents with improved marketing campaigns (330 to 1200 hits per month)
- Provided training and support to over 8000 clients worldwide
- Developed an Outlook recovery solution for corrupted .PST files an internal saving of $100K+

TECHNICAL ADMINISTRATOR | J. WILL JONES ELEMENTARY SCHOOL (HISD)
FEB. 2004 – MAR 2008
- Primary technical support and web developer
- Maintained school portals and web applications
- Preform help desk services and optimized processes for 80+ users

NEW MEDIA DESIGNER | INTERLEVEL TECHNOLOGIES, INC.
SEPT. 2001 – AUG 2002
- Create custom animations and graphics in Flash and Director
- Developed websites, mini websites, and visual presentations using PHP, HTML, Flash, and Director
- Created interactive web learning application for financial institutions using Adobe LMS