

Jamie Thomson

UX Designer based in Seattle, WA – jamie@uxjam.com – 717.203.2260 – Portfolio: uxjam.com

OBJECTIVE

Transition from consulting to in-house design work, bringing a passion for solving complex problems and 10 years of experience in human-centered design, strategy, and research.

EXPERIENCE

Mad*Pow

Boston, MA

Experience Design Director

Aug 2011 - Dec 2017

Hired as entry-level Experience Designer at leading design agency; promoted to Senior Experience Designer after 1 year; promoted to Director in April 2015

- Completed 30+ projects with clients across Fortune 500s, startups, nonprofits, and government – majority in the healthcare sector
- Depending on project needs, conducted a wide variety of design, research, and strategy activities, working solo or on a team, both tactically contributing and directing other designers, researchers, and developers
- Led projects, managed client relationships, and scoped new business
- Provided subject matter expertise and mentorship to colleagues and interns, helping them grow as designers and healthcare consultants
- Helped lay foundation for Behavior Change Design and Experience Strategy to become formal disciplines and teams within Mad*Pow
- Published in UX Magazine and Service Design Network, and spoke at conferences including IA Summit, GIANT, HxRefactored

Messagefirst

Philadelphia, PA

UX Researcher & Designer

Apr 2009 - Dec 2010

Full-time co-op position followed by part-time work at boutique design studio

- Completed a variety of UX projects for clients in higher education, software, healthcare, and telecom
- Planned and conducted design research, facilitated collaborative design sessions with clients and users, and prototyped UI solutions
- Worked on the first version of Reframer, a qualitative research tool we designed in house that was eventually sold to Optimal Workshop

Digitas Health

Philadelphia, PA

Associate Information Architect

Sep 2007 - Mar 2008

Full-time co-op position at digital marketing agency

- Designed transactional tools and marketing sites for pharmaceutical companies
- Created annotated wireframes, user flows, sitemaps, strategy diagrams, and personas, and assisted with usability testing
- Presented to clients and was trusted to 'fly solo' by end of co-op

EDUCATION

Drexel University

Philadelphia, PA, 2006 - 2011

- M.S. Library & Information Science
- B.S. Information Systems
- Concentrations in human-computer interaction, digital libraries, and business

MEDIUMS

Responsive Websites & Complex Web Apps

Mobile Apps & Connected Sensors

Crosschannel Service Experiences

SKILLS

User Research & Usability Testing

Strategy, Journey Mapping, Personas

Design Workshop Facilitation

Sketching, Wireframing, Prototyping

Visual Design Exploration & Extension

Design Patterns & Style Guides

IA, Sitemaps, Flowcharts

Data Modeling & Functional Requirements

SOFTWARE

Sketch & InVision

Axure RP Pro

Adobe Creative Suite

Microsoft Office & Visio

HTML/CSS/JavaScript