

Byron Hill

Sr. Experience Designer

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Charlotte, NC.

Experience

Cognizant for Ally Financial, Auto Advantage

Sr. Experience Designer | Mar 2017 – Present, Charlotte, NC

Command Center – Led UI/UX activities for a new app that allows users to monitor all systems and related statuses on the ACCM platform. Created all wireframes and mockups while collaborating with product owners and stake holders. Supported onshore and offshore development teams with all required UI support. Provided QA testing to make sure that all work complied with established patterns and adhered to the ACCM style guide.

ACCM Commercial Platform – As part of the Technical User Experience (TUX) team I helped lead whiteboarding sessions and wireframing efforts for App Management and Portfolio Management applications. Innovated project by the introduction and adoption of Axure RP for wireframing allowing for an enhanced interactive experience with product owners and business partners.

Cognizant for Ally Financial, Auto Advantage

Visual Designer, UI/UX Design | Mar 2016 – Mar 2017, Charlotte, NC

ACCM Retail Platform – Created and maintained new platform-wide style guide and pattern library which was implemented on all new work. Collaborated closely with product owners, developers, and stake holders. Created and provided support for all wireframes, mockups, and graphics in various fidelities for team use. Updated and expanded creative materials by previous designers while adhering to existing brand language. Redesigned the look and feel of the customer facing ACCM application.

- Dealer On-Boarding – Designed all new screens and behaviors from wireframes to tested deliverable to increase application functionality. Documented all new component elements for integration into the style guide and pattern library for greater standardization.
- CSG - Worked with the CSG team to transition and integrate their existing styles into the new ACCM standards. Worked to meet immediate needs while planning for future changes in navigation, iconography, component styles, layouts, and behaviors. Created methods for documenting UI inconsistencies between applications to ensure future solutions and integration.

Cognizant

Graphic Designer, UI/UX Design | Sept 2014 – Mar 2016, Duluth, GA

RDK Management, LLC. – Served as the marketing team's sole designer to promote The Reference Design Kit initiative, a standardized software stack administered by a joint venture between Comcast Cable, Time Warner Cable, and Liberty Global.

- Developed custom branding and a wide variety of deliverables for five client hosted conferences in Europe and the US.

Skills

Design

Web Design
Web Dashboards
Mobile (iOS, Android)
User Interface
User Experience
Visual Design
Style Guide
Pattern Libraries
White Papers
Illustration
UI Graphics
Branding

UX Methods

Concept Sketches
Whiteboarding
Wireframing
Prototyping
Mockups
Development Support

Interaction

Usability Testing
QA Testing
User Research

Tools

Axure RP
Adobe Creative Suite
VersionOne
Atlassian Confluence
Wistia, Constant Contact,
Slide Rocket, ISSUU
Microsoft Office

Education

Kennesaw State University

BFA, Graphic Communications
Class of 2008

Dean's List recipient three years

- Provided additional support for industry events: designing signage, banners, branded items, PowerPoint templates, brochures, booklets, and other deliverables for client.
- Designed and distributed, The RDK Report, a quarterly digital industry publication.
- Maintained and designed all graphic elements for clients' websites including banners, side bar ads, and sponsored content. Spearheaded the front-end redesign of client public facing website.

Modifi App – Collaborated with our development team to create a new mobile app that enables end users to monitor and control their Wi-Fi network remotely with a wide variety of tools through their home gateway. Provided all UI and UX support including story boards, wireframes, and high fidelity mocks. Created all branding and support materials from concept to delivery.

The Creative Group

Senior Graphic Designer Contractor | Dec 2013 – Sept 2014, Atlanta, GA

Worked on location with various clients to execute their design projects to specific standards and brand guidelines. Manipulated and corrected images from the photography team to produce press ready image files for use in client publications. Created logos and branding, social media graphics, and signage for national retail stores.

New Age CEOS, Intl.

Graphic Designer Contractor | Jun 2013 – Nov 2013, Atlanta, GA

Collaborated with the sales team to design, create, produce, and implement custom sales support materials for use in the field to introduce new products and programs from AT&T and Verizon FiOS to new and existing client territories. Prospected, qualified, contacted, presented and closed opportunities methodically. Trained new team members on presentation and strategies related to field work.

Procierge

Graphic Designer | Jan 2012 – May 2013, Atlanta, GA

Designed, created, and produced all new graphics, business documents, and training manuals for use by the sales team. Identified new design needs by analyzing sales team activity and feedback. Worked with the sales team initiating, interviewing key personnel, developing relationships, and closing sales by analyzing opportunities and recommending new programs and solutions. Trained and coached new team members.

Veritas

Account Representative | Jan 2011 – Jan 2012, Atlanta, GA

Followed a methodical sales strategy to generate new business through one-on-one customer interaction. Performed business to business sales calls to new and existing customer clients in the company's southeastern region. Completed daily sales reports and processed necessary paperwork to complete sales. Coached and trained new team members on client customer presentations.

Trish Cleary Realty

Realtor Assistant and Marketing Support | Jul 2008 – Jan 2009, Kennesaw, GA

Created original advertising and marketing materials that met all brand standards from initial concept to production. Managed day to day office duties. Researched and produced weekly market summaries for individual clients. Answered and directed telephone inquiries.

Kennesaw State University, Dept. of University Relations

Graphic Design Intern | Aug -Dec 2007, Kennesaw, GA