

# Nathaniel Thomas, CUA

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Portfolio: nathanielthomasux.com

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- Received CUA (Certified Usability Analyst) in 2010.
- Received Agile Certification in 2012.
- Listed as Co-Creator of Company Patent Pending Product SIMON (Simplified Information for the Moment Of Need)
- Expert skill level in Human Computer Interaction Design / User Interface Design / Information Architecture / Human Factors / Project Management for mobile (iOS, Android, Windows Phone) and desktop solutions.
- Strong in graphic design, timeline & deliverables management, functional requirements, detailed design, usability testing & script creation, focus group facilitation, use case creation, user scenarios and prototype development using iRise & Axure, hand coding, and industry leading practices which ensure user satisfaction.
- Experienced in developing both low-fidelity (paper, wire frame, storyboard) and high fidelity (Figma, Sketch, Invision, Axure, OmniGraffle, iRise, Photoshop, Illustrator, Dreamweaver, Flash) prototypes for a diverse audience.
- Skilled in identifying and presenting metrics for Business Case and ROI justifications.
- Excellent interpersonal and communication skills including presentation, facilitation, oral, written and conflict resolution.

## Experience

### Independent Contractor / Professional Development | Self Employed

New Jersey

2024 – Present

- Delivered various wireframes or hi fidelity designs for 2 clients, increasing visibility to specific areas of focus within their products
- Advised on industry standards and best practices within the discipline of user experience to 2 clients
- Attended Webinars and industry events to stay current on design trends with regards to AI or user experience

### User Experience Design Lead

ADP, Roseland, NJ

2018 – 2024

**CEH & SEH Applications:** Lead UX Designer responsible for the internal and external client applications which enable CSR's and Account Managers service ADP clients.

#### Role Responsibilities:

- Lead the User Experience development for various features within the application utilizing the latest industry methodologies
- Design front end interface, created high and low fidelity wireframes, and defined the user experience flows utilizing data through interviews, business lead communication, and user testing.
- Create high fidelity prototype, which was used for user testing and internal presentations of concepts.
- Mentor UX Designers and guide direction of experiences for assigned features
- Lead user experience presentations of UI for stakeholders and provided support for functional requirements.

### User Experience Design Lead

Bank of America, Jersey City , NJ

2017 –2018

**Global Securities Application:** UX Design Lead responsible for the internal client application which enables internal operations units to view securities content.

**Role Responsibilities:**

- Led the User Experience development for various features within the application utilizing the latest industry methodologies
- Designed front end interface, created high and low fidelity wireframes, and defined the user experience flows utilizing data through interviews, business lead communication, and user testing
- Mentored UX Designers and guided direction of experiences for the application
- Led user experience presentations of UI for stakeholders

**Senior User Experience Designer**

ADP, Roseland, NJ

2015 –2017

**Payroll Scheduler Application:** Senior UX Designer responsible for the internal client application which enables clients to update the payroll schedule for their company.

**Role Responsibilities:**

- Led the User Experience development for various features within the application utilizing the latest industry methodologies
- Designed front end interface, created high and low fidelity wireframes, and defined the user experience flows utilizing data through interviews, business lead communication, and user testing.
- Created an iRise high fidelity prototype, which was used for user testing and internal presentations of concepts.
- Mentored UX Designers and guided direction of experiences for assigned features
- Led user experience presentations of UI for stakeholders and provided support for functional requirements.

**Senior User Experience Designer**

Thomson Reuters, Hoboken, NJ

2014 - 2015

**Tax Provision Application:** Senior UX Designer responsible for the enterprise's complex tax software which enables the user to review and update tax data prior to submission to the IRS.

**User Experience Design Lead**

Verizon Wireless, Basking Ridge, NJ

2013 – 2014

**Mobile POS (Point of Sale) Application:** User Experience Design Lead for POS (Point of Sale) tablet and desktop application.

**Role Responsibilities:**

- Directed the front end interface design, created high and low fidelity wireframes, and guided the user experience flows utilizing data from application analytics, area representative feedback, focus groups, user testing and surveys.
- Provided accurate and detailed metrics for Business Case and ROI justifications.

**Usability Specialist**

Verizon Wireless, Basking Ridge, NJ

2008 – 2013

**Knowledge Management Applications:** Integral member for the initial concept creation of Simon (Patent Pending) and Lead User Experience Designer for Knowledge Management systems (InfoManager and Equipment Guide) for POS tablet application and desktop application.

**Role Responsibilities:**

- Designed front end interface, created high and low fidelity wireframes, and guided the user experience flows utilizing data from application analytics, area representative feedback, focus groups, user testing and surveys.
- Provided accurate and detailed metrics for Business Case and ROI justifications.

**User Experience Designer**

Matria Healthcare Inc., New York, NY

2007 – 2008

**Healthcare Applications:** Responsible for redesign and current online application development for all Matria sites utilizing user interface design, wireframes, style guides and detailed design documentation to ensure that the overall usability of the system was accomplished as well as incorporating business and marketing goals while catering to the user and internal clients.

**Online Multi-Media Developer/Graphic Designer**

Gannett Inc., White Plains, NY

2006 – 2007

**Graphic Designer**

Gannett Inc., White Plains, NY

2003 – 2006

**Education**

- LaGuardia HS of Music & Art and The Performing Arts, New York, NY
- University of the Arts, Philadelphia, PA.

**Technical Skills**

- **Mac OS:** (Figma, Invision, Axure, OmniGraffle, InDesign, Illustrator, Photoshop, Acrobat, Flash, Dreamweaver, Image Ready) BBEdit, WordPress Blog Themes, GoLive, QuarkXPress, and Flexi Sign Pro
- **Win NT / 2000 / XP:** Axure, Morae, MS Visio, MS PowerPoint, MS Project, MS Office
- **Programming/Scripting Languages:** Hand-coding DHTML & CSS, working knowledge of Action Script, Java Script and PHP

**Awards**

- **2004, 2005, 2006, 2013:** Best Advance in Learning Management Technology, 4 ACW (Advertising Club of Westchester) Silver awards for product or service brochure, 1 ACW Bronze award for product or service brochure

References are available on request.