

kevin

Education

Sep 2023–
Present

Northwestern University

M.S. in Learning & Organizational Change, Chicago, Illinois

Jan 2015–
Aug 2019

ArtCenter College of Design

B.S. in Product Design, Pasadena, California

Experience

Oct 2021–
Present

Senior Service Designer

Volvo Group Innovation Lab, Mountain View, California

Leading Volvo Group's organizational transformation to 50% service-generated revenue by collaborating with internal teams across Volvo Group's brands, startup partners, and other OEM's to develop investment proposals for new services.

Actively collaborating with the country leader to design and lead change initiatives enhancing department-wide culture and employee experience, building strategic university partnerships, developing early talent, and cultivating an innovation culture across the U.S. region.

Utilizing human-centered design and user research methods to document stakeholder touch points, sentiments, and motivations, to develop MVP's backed by validated user-value statements.

Establishing design as a core business function with the responsibility to develop technology in service of human needs.

July 2019–
Oct 2021

User Experience Researcher

SAP SuccessFactors, Palo Alto, California

Defined, planned, and executed exploratory research and delivered key insights that established the foundation for product vision. Helped evolve the user experience research organization from a tactical function to a strategic function that aided in defining clear product vision further upstream in the development process.

Collaborated with product, engineering, and design to project an actionable user experience vision for what's possible with strategic breadth and tactical depth. Developed and led workshops ensuring product and design teams were constantly aligned to business value and customer needs across three global office locations.

Established a unified design mission and guiding principles across five lines of business for the development of product functionality in alignment with corporate strategy and the company's North Star.

Founded and co-led an inclusive design initiative that identified opportunities to develop more equitable product development processes that represented the full spectrum of user's needs.

Jan 2019–
Jun 2019

User Experience Design Intern

ADP Innovation Center, Pasadena, California

Supported UX Designers in adding increasing fidelity to interaction wireframes leading to the final design. Assisted in identifying UI patterns to be used as standards for the UX and development groups in ADP. Moderated three discovery and usability research sessions with ADP clients. Handled two UX projects while remaining detail oriented and flexible with changing priorities and requirements.

Recognition

SAP Catalyst

Manager Nominated
Top Performing Employee
Summer 2020

AHO Works Nomination

Complexity and Coherence
Oslo School of Architecture and Design
Gjensidige Exchange (Gx)
Fall 2017

Dean's List

ArtCenter College of Design
Spring 2015 - Fall 2016

Expertise

Quantitative Research

Qualtrics Certified in survey design, preliminary survey analysis, SUS, NPS, custom UX concept acceptability metrics

Qualitative Research

A/B testing, moderated interviews, concept validation, task-based usability testing, unmoderated usability testing, affinity mapping, qualitative analysis, workshop facilitation, whiteboarding, gigamapping

Generative Tools

Figma, Sketch, MURAL, UserZoom GO, Respondent.io, KeyShot, Photoshop, Illustrator, Indesign, Keynote, Invision, Teams, Zoom

Interests

Car enthusiast, audiophile, road cyclist, food enthusiast, portrait photographer

Design Management Institute (DMI), organizational effectiveness, change management, sustainable architecture