NATHAN KUSHNER
UX/UI Designer, New York City

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SKILLS

User Experience Design, User Interface Design, Qualitative User Research, User Interviews, User-Centered Iterative Design, Information Architecture, Usability Testing, Design Thinking, Project Management, WCAG standards, App copy and microcopy

PROGRAMS: Figma, Sketch, XD, Photoshop, Illustrator, Audition, InDesign, Invision, Zeplin

DELIVERABLES: Annotated Wireframes, Prototypes, User Flows, Site Maps , Visual Mockups, Research Reports

CONTENT: Copywriting and Editing, Audio Editing and Production, Theatrical Sound Design

INTERESTS: Guitar, Bass, Songwriting, Home Recording, Cooking, Board Gaming, Golden Age Hong Kong Action Cinema

EDUCATION

USER EXPERIENCE DESIGN IMMERSIVE
General Assembly, NY

B.A. // ENGLISH LITERATURE
Pennsylvania State University, PA

AWARDS

Finalist –
2021 Guardian SDC Hackathon
PRIZE WINNER –
2016 UX Empathy Jam

EXPERIENCE

GUARDIAN LIFE INSURANCE COMPANY
UX Design Lead // Jun 2021-
- Overhauled salesforce-facing portal, increasing task efficiency by 400%
- Maintained rating of iOS app through brand updates and new feature
- Managed overseas teams in creating production-level wireframes
- Reduced call volume with self-service features like autopayments and dividend settings
- Trained and mentored junior designers
- Consulted on matters of in-app language on dozens of design efforts.

Senior UX Designer // May 2018-Jun 2021
- Streamlined site registration flows, used with success by 600K users
- Consulted on and created dozens of atomic components for design system
- Saved hundreds of thousands of dollars in printing and shipping by leading features for paperless document delivery and virtual ID cards

UX consultant //2016-2017
- Designed company's first client-facing iOS app, rated 4.5+ stars.

LAUREL ROAD BANK // Oct 2017-Feb 2018
UX/UI Design Contractor
- Analyzed user tests and video analytics in search of improvement opportunities
- Created UX optimizations to increase conversions on student loan product.
- Defined and streamlined user journeys mortgage product.
- Wrote in-app copy for unique conversational mortgage application interface.

RAPIDVALUE SOLUTIONS // 2016-2017
UI Design Contractor
- Created UX and UI designs for public alert web app for use by first responders.
- Delivered high-fidelity Photoshop mockups, spec sheets, and animated prototypes.

CENTER FOR INDEPENDENT DOCUMENTARY // Oct 2016-Dec 2016
UX and Information Architecture Consultant
- Created scalable information architecture for complex system of instructor aids.

SHARESTATES // 2016
User Researcher and Experience Design Consultant
- Managed reorganization of internal and external information architecture.

SELECTED CREATIVE WORK
- Member and songwriter in bands including Igloos, Law of the Sea, and Major Metals
- Writer/performer/songwriter in sketch comedy group A Week of Kindness.