

Jim Richardson

Product Designer

I am a personable and self-driven Product Designer currently based in Philadelphia. Guided by my years of high-demand customer service experience in the technology industry, I am driven by finding the best solutions for users no matter the product. A review of my qualifications will showcase a results-driven candidate who is an effective communicator. Most importantly, I pride myself on being a supportive and collaborative teammate. My proficiencies lie in research & data analysis, prototyping, and visual design. I look forward to connecting with you.

WORK EXPERIENCE

Lead Product Designer, PRENAV | Remote

2021 – Present

- Leading a small product design team in a complete redesign of a photogrammetric industrial inspection product
- Directed research, design, and testing of product features and user experiences
- Partnered with leading industry experts around the world to develop comprehensive solutions
- Designs showcased in NVIDIA's GTC 2022 International AI Conference

UX Design Immersive, General Assembly | Remote

2021

- Conducted comprehensive UX research and design process for 5 projects
- Collected and analyzed user behavior data through a variety of channels, such as user testing, interviews, observation, surveys, A/B testing, and log analysis
- Worked cross-functionally with engineering to incorporate user-centered research at all stages of the product cycle
- Effectively communicated results and presented project deliverables

Support Lead, Apple | Philadelphia

2018 – 2020

- Promoted to serve as keyholder, provide vital assistance to store management, maintain a complex, constantly evolving schedule, and perform opening and closing duties
- Recognized as a leader chosen by management to train new employees on solution-based support, effective communication, and cross-functional feedback strategy
- Trusted mentor to team members of all levels
- Tasked with improving user experience by perfecting the customer journey. Developed and hosted inter-team meetings to research potential solutions. Discovered solution which resulted in a 4% improvement in NPS and a 35% reduction in client wait time.

Lead Admin, Apple | Philadelphia

2011 – 2018

- Administration and management of customer repairs.
- Client contact and support.
- Developed a new admin checkout process for parts, including a designated area for parts and completed repairs, dramatically improving communication between front and back of house and customer satisfaction.

English Teaching Assistant, Home Pal | Hiroshima, Japan

2008 – 2010

- Responsible for developing teaching lessons and materials to teach Japanese students English
- Oversaw classes ranging from 10–20 students

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TOOLS

- Adobe Illustrator
- Adobe Photoshop
- Adobe XD
- Axure
- Blender
- Figma
- Sketch
- Zeplin

SKILLS

- Accessibility Heuristics
- Client Relations
- Customer Service
- Ideation
- Information Architecture
- Interaction Design
- Personas
- Project Management
- Prototyping
- Usability Testing
- User Research
- Wireframing

EDUCATION & CERTIFICATIONS

UX Design Immersive, General Assembly – 2021

- User Experience Design Immersive Certificate

New Horizons CLC & Apple Inc. – 2010

- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- Apple Certified Support Professional (os)
- Apple Certified Mac Technician
- Apple Certified iOS Technician