

KIA KYANNE HORTON

Lead Experience Design Strategist



Portfolio: www.kiahorton.com
Location: Chicago, IL
Mobile: ☎312 545-4527
Email: kia@kiahorton.com

INTERPERSONAL SKILLS

- ◆ Communication and Collaboration
- ◆ Teamwork
- ◆ Emotional Intelligence
- ◆ Adaptability
- ◆ Problem-Solving
- ◆ Conflict Resolution
- ◆ Empathy
- ◆ Network Building
- ◆ Leadership

DESIGN TOOLS

- ◆ Figma
- ◆ Sketch
- ◆ Adobe Xd
- ◆ Adobe Photoshop
- ◆ Adobe Illustrator
- ◆ Adobe InDesign
- ◆ MURAL
- ◆ Miro
- ◆ VISIO

DEVELOPER TOOLS

- ◆ React
- ◆ Bootstrap
- ◆ SaaS
- ◆ Microsoft ☐Power Apps, .NET, Azure☐
- ◆ Confluence ☐Wiki, JIRA☐

PROFESSIONAL SKILLS

ARTIFICIAL INTELLIGENCE

As an experienced User Experience Lead at OpenAI, my role involves shaping user interactions and experiences for projects like accelerators and GenAI. I design user-friendly interfaces, conduct user research, and collaborate with multidisciplinary teams to ensure that our products meet high standards of usability and align with our technology's goals. Whether it's streamlining AI model fine-tuning or fostering creative collaboration with AI, my work is dedicated to enhancing user experiences in these cutting-edge projects.

WIREFRAMING & PROTOTYPING

Figma expert with a proven track record in streamlining design processes and fostering collaboration within cross-functional teams. Skilled in creating visually appealing interfaces and delivering efficient design solutions from wireframing to pixel-perfect designs.

USER RESEARCH

Conduct thorough user research to gain insights into user preferences, pain points, and behaviors. This will help to create user personas and understand user journeys, which are critical for designing a user-centered experience.

COMPETITOR ANALYSIS

Analyze competitors' products or websites to identify their strengths and weaknesses. Learn from their successes and failures to create a unique and improved user experience.

USER PERSONAS

Create representations of the target users based on the research conducted. Understand their motivations, preferences, and challenges to tailor the design to their needs.

INFORMATION ARCHITECTURE & TAXONOMY

Structure the content and navigation in a way that is intuitive and user-friendly. Create a clear and logical information architecture to ensure users can easily find what they're looking for.

ACCESSIBILITY

Make sure the design is accessible to all users, including those with disabilities. Follow accessibility guidelines and standards to ensure inclusivity.

AGILE DEVELOPMENT PLANNING

Coordinate with Scrum Master to plan, build, track, and test agile project to completion. Deliver excellence by ensuring projects are deployed with value-creation opportunities. Developed strategies and tactics to deliver desired business outcomes and to determine the work needed, how much to invest in which efforts, and how to prioritize opportunities.

ROADMAPS

Present to Senior Leadership and Stakeholders a plan to meet short and long-term goals that apply to the new product, process, and emerging technologies.

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EXPERIENCE

LEAD, EXPERIENCE DESIGN STRATEGIST

Avanade, Chicago, IL, 2021 – Present

Responsible for leading the discovery on GenAI ChatGPT 4.0, Microsoft .NET, SharePoint and Dynamics solutions. Created research protocols, capability assessments, requirement ranking, prototype delivery and implementation prioritization. Delivered intellectual property data management solutions and ecommerce platform for medical devices.

FREELANCER, UX PRINCIPAL STRATEGIST

2014 – 2021

Pharmaceuticals

UX lead, responsible for delivery new product launch web and Internal Sales Aid solutions for pharmaceutical companies. Provided direction through ethnographic research, analytics, and other tools, to deliver optimal designs for tablet-based applications that would be used to guide pharmaceutical sales representative through the sales lifecycle.

Healthcare

Principal UX architect, leading a team of 6 others through the redesign on the customer service tool. Focused on delivering strategic direction to the Business and Operations teams on how best to evolve an outdated internal system to a cloud-based system that could be leveraged by clients.

Human Resources

Led UX team in building a new design system for the full HR management tool. Primarily focused on the mobile application that would be generic and white labeled.

LEAD USER EXPERIENCE STRATEGIST

FCB Chicago, 2019 – 2020

Assigned to Cox Communications; responsible for understanding and managing the digital ecosystem as it relates to the users' experience. Assisted in forming innovative approaches to advance Cox beyond the competition. Managed and mentored a team of three UXAs at various levels. Responsible for administrative tasks such as, reviews, promotion recommendations, timekeeping, etc.

LEAD MANAGER EXPERIENCE ARCHITECT

Rightpoint, Chicago, IL. 2014 – 2019

Lead Experience Architect & Business Analyst, managing project work for The Chamberlain Group, responsible for gathering requirements for the Emerging Business and Residential Access Management LOBs to coordinate development efforts to support growth of the myQ mobile application. Other responsibilities include coordination of discovery and define phases of projects to implement digital solutions for large to small organizations. Other clients include AbbVie, AMITA Health, AON, Ascension Health, Astellas, BAI, Grant Thornton, Komatsu, Smiths Medical and others.

OTHER EMPLOYERS

ASSOCIATE DIRECTOR, EXPERIENCE DESIGN

DigitasLBi, Chicago, IL, 2012 – 2014

SENIOR USER EXPERIENCE ARCHITECT CONSULTANT

Sears Holding Corporation Chicago, IL, 2011 – 2012

BUSINESS ANALYST

CISION Chicago, IL, 2010 – 2011

SOLUTION ARCHITECT

WireStone Chicago, IL, 2007– 2010

APPLICATION DEVELOPER III

J.P. Morgan Chase, Chicago, IL, 2005-2007

EDUCATION

DEPAUL UNIVERSITY

Human-Computer Interaction,
Computer Science
2007

PURDUE UNIVERSITY

Electrical Engineering