

Kyle Batson

Digital Product Designer

Profile

I am an experienced, multidisciplinary digital product designer working to make a positive impact on the lives of those who use the products for which I contribute. I take a holistic approach, understanding user needs at a high level, but also getting down into the smallest details of interactions that work together to delight users. I am passionate about the quality of the products I work on and advocate for the needs of the user in every stage of product development. I have extensive experience in front-end development and accessibility and I am a strong advocate for user-centered design at an organizational level. I am proficient at communicating about the design process to software engineering teams and non-technical stakeholders.

Experience

2021–Present |

EagleView Technologies - Remote

Senior UX Designer

- » Supervised 3 junior/mid-level designers across multiple time zones.
- » Traveled to job sites to perform contextual observation and research.
- » Derived insights about users based on user interviews and usability tests about how application features could be improved.
- » Utilized user research, competitive analysis, and usability best practices to design new product features.
- » Used research to develop personas and communicate pain points and areas of improvement to management and stakeholders.
- » Created a responsive and mobile-first designs to ensure clear usability across mobile and desktop devices.
- » Redesigned e-commerce flow for map based property report ordering system.
- » Redesigned drone operations application interface to address pain points observed during user research.
- » Designed new API Developer Center user interface and generated implementation requirements for engineering staff.
- » Generated user personas and journey maps.
- » Worked with engineering teams to ensure designs were closely implemented following front-end development standards.
- » Performed accessibility analysis of multiple applications on a page by page basis using VoiceOver and other tools.
- » Created interactive prototypes to communicate design decisions and facilitate brainstorming and feedback from product management and technical staff.

2018–2021 |

America's Job Link Alliance - Remote

Senior UX/UI Designer

- » Redesigned and implemented the front-end of a rebuilt workforce job board and content management application focused on accessibility and usability used in 9 states.
- » Drove research activities traveling to job center sites in 5 states to observe user behavior, and interview users about their backgrounds and needs in order to derive insights about users and how site features could be improved.
- » Utilized user research, competitive analysis, and usability best practices to design new product features.
- » Used research to develop personas and communicate pain points and areas of improvement to management and stakeholders.
- » Created a responsive and mobile-first design to ensure clear usability across mobile and desktop devices.
- » Generated a UI toolkit and style guide as a pattern library defining the logic and behavior

Skills

- » User Experience Design
- » Wireframing and Prototyping
- » Information Architecture
- » Front-end Development
- » Responsive Design
- » Semantic Markup
- » Accessibility Conformance
- » Team Management
- » Agile Scrum
- » Graphic Design
- » Branding and Identity Design

Tools

- » **Graphic Design:** Photoshop, Illustrator, InDesign
- » **Wireframing/Prototyping:** Figma, Adobe XD, Sketch, Axure, OmniGraffle, OmniOutliner, OmniPlan
- » **Front End:** HTML5, HAML, CSS3, SASS/LESS, Javascript, jQuery, Bootstrap, Foundation
- » **Back End:** Ruby on Rails, PHP, JSON, MySQL
- » **Version Control:** Git
- » **Content Management:** ExpressionEngine, WordPress, Joomla, Drupal
- » **IDE:** RubyMine (Jetbrains), Panic Coda, Panic Nova, Sublime Text, WebStorm
- » **Documentation and Collaboration:** Slack, Microsoft Teams, Microsoft Office (Word, Excel), Asana, Atlassian JIRA/Confluence

Education

University of Kansas

BFA Visual Communications
(Graphic Design)

of interactive components. These artifacts were used by designers and software engineers across multiple products to ensure consistency of design and usability.

- » Implemented user interface design through use of semantic HTML5 markup, CSS3/SASS, and Javascript.
- » Ensured compatibility and consistency across multiple operating systems and browsers.
- » Performed accessibility analysis of multiple applications on a page by page basis using TPG ARC, VoiceOver and other tools.
- » Created semantic HTML, ARIA tagging to conform the application WCAG 2.1 AA conformance.
- » Facilitated design discussions to create solutions with cross-functional teams.
- » Advocated a user-centered design philosophy and coached team members and leadership how to integrate lessons from design thinking in the broader software development life cycle.
- » Created presentations and attended annual conferences communicating user research and insights to non-designers and non-technical staff.
- » Created interactive prototypes to communicate design decisions and facilitate brainstorming and feedback from product management and technical staff.

2015-2017 |

Educational Testing Service - Lawrence, KS

UX Design Team Manager

- » In addition to continuing my previous role as a Software Development Team Lead, I was promoted to the role of Design Team Manager.
- » Directed user-centered design approaches for a suite of enterprise-level web applications that delivered over 6 million assessments across 3 states.
- » Managed a team of three UX designers and an accessibility specialist.
- » Formalized design processes in an Agile Scrum workflow to integrate with software developers, project managers, QA staff, and stakeholders.
- » Utilized my technical knowledge and interpersonal skills to mediate conflict and disagreements between staff, and to foster communication and understanding between teams.
- » Utilized competitive analysis, user feedback, and usability best practices to design new workflows and features.
- » Facilitated design discussions to create solutions with cross-functional teams.
- » Utilized user research to facilitate the creation of personas and journey maps to better communicate opportunities to improve the user experience of products.
- » Advocated for universal design principles to ensure that accessibility was considered at every stage of the SDLC.

2013-2015 |

Computerized Assessments and Learning - Lawrence, KS

Software Developer Team Lead

I started the role as part of Computerized Assessments & Learning (CA&L) but the company was acquired and integrated into ETS where I maintained the same role.

- » Managed team of 7 front-end developers, their development priorities, agile sprint assignments, and workloads.
- » Triaged issues as primary point of contact across the application delivery system.
- » Continued to design and generate requirements for user interface and interaction design for a complex user-facing enterprise assessment application.
- » Created improved workflows and features based on user feedback and implementation of best practices.
- » Ensure code was modular, configurable, robust, reliable and consistent in style.
- » Performed code reviews and mentored junior developers and interns.
- » Worked with upper-management, project managers, and other stakeholders to manage and assign team resources, priorities, workload, and sprints.
- » Worked with several accessibility specialists to ensure all application features met with Section 508 accessibility standards and best practices.
- » Created interface and interaction design requirements for custom assessment tools such as text-to-speech controls, text highlighting, drawing on screen, sticky notes, and more.
- » Ensured all tools and inputs were fully accessible for keyboard navigation and screen reader users.
- » Performed analysis and worked with API ingestion team to generate parsing rules to convert XML assessment questions into a consumable, modular JSON format.
- » Documented system functionality and requirements in Confluence for consumption of cross-functional and non-technical teams including documentation writers.

2011-2013 |

Computerized Assessments & Learning - Lawrence, KS

Interaction Designer

- » Worked with stakeholders and psychometricians to create multiple, configurable user interface styles for a single enterprise assessment application.
- » Designed and created innovative “technology enhanced” assessment items to evaluate student knowledge.
- » Created standards-based, semantic front-end templates to implement designs consistently across a multitude of different browsers and operating systems.
- » Performed user testing to better understand how users interacted with the application and understood its tools.
- » Created interface and interaction design logic and behavior requirements for custom assessment tools including text highlighting, drawing on screen, and sticky notes and ensured compatibility with mouse, keyboard, and touch interactions.
- » Created interface and interaction design requirements for custom assessment question types such as drag-and-drop, reorder, text editing, fill-in-the-blanks, audio playback and recording, etc.
- » Ensured all tools and inputs were fully accessible for keyboard navigation and screen reader users.
- » Created interaction requirements for a custom Javascript-based text editor with features such as custom caret positioning between lines, custom spell-checker, mobile and desktop text highlighting with cut, copy, and paste features.
- » Created all front-end templates ensuring consistent display of content across multiple browsers and operating systems.
- » Designed and built experimental “technology enhanced” assessment items and mini-assessments such as drag-and-drop, reorder, text editing, fill-in-the-blanks, audio playback and recording, etc.
- » Developed interactive prototypes with HTML/CSS/Javascript.

2006-2022 |

Freelance - Lawrence, KS

Web/graphic designer, full-stack web developer, photographer

- » Worked with business owners and stakeholders to gather business requirements, create design briefs, and manage clients.
- » Designed websites, logos, print collateral.
- » Worked with clients and stakeholders to design page layouts, site architecture, and interface elements for various websites.
- » Built websites and web applications on top of existing content management systems.
- » Created standards-based, semantic front-end templates to implement designs consistently across a multitude of different browsers and operating systems.
- » Photographed products and interiors.
- » Created front-end templates for websites to ensure consistent display of content across multiple browsers and operating systems.
- » Integrated designs with user-friendly content management systems and created documentation to train clients to manage their own websites and content.
- » Created custom scripts to integrate content from APIs into custom content management systems.
- » Created and maintained an anonymous web-based online voting system.