

JoshThorn

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I'm an enterprise designer, who loves to solve complex problems. Over the last 7 years, my design work has brought in \$10m+ in revenue, increased user engagement by 600%, and reduced implementation time by 7x. I want to do the same for you.

MX Technologies

Senior Product Designer II

Feb 2023 - Jan 2024

- Spearheaded the redesign of the client dashboard, resulting in 15% increase in active users and reducing implementation time by 7x.
- Redesigned over 30 components with updated styles and advanced functionality.
- Lead design workshops on storytelling, action oriented design and data design
- Played a pivotal role in project strategy and feature team roadmap through in-depth research and leadership

Domo, Inc.

UX Designer 3, TL

Mar 2022 - Feb 2023

- Lead designer over chart creation tool, Analyzer, introducing over 20 customer requested Quality of life enhancements.
- Design Manager who taught designers to understand data ingestion and consumption
- Led designs for cross functional team feature, totaling 30 developers, bringing in \$10m
- Created and ran UX Writing Committee, ensuring consistent language and style in product

UX Designer 1

Mar 2020 - Mar - 2022

- Designed a simple machine learning feature which brought in \$250k revenue its first quarter
- Designed a CEO feature, which closed an upsell on the largest drink distributor in the west
- Storyboarded and animated 5 product videos for annual company conference
- Mentored and trained new UX designers on the Domo product to up-level the team

Associate UX Designer

Oct 2019 - March 2020

- Designed 3 customer requested GUIs to connect to external API systems
- Lead designer as a part of a development team on 2 highly requested customer features
- Contributed 4 brand new components to our company design system

UX Design Intern

Mar 2018 - Oct 2019

- Created over 700 icons to show 3rd party integration to Domo
- Assisted Senior designer on 4 customer oriented features that went to production
- Researched, designed and proposed new feature to executive team

Workflow Analyst, Customer Support

Aug 2017 - Oct 2019

- Organized big data and created dashboards to solve complex business needs
- Increased team case resolution efficiency by 30%
- Increased customer satisfaction scores from 3.9 to 4.3 by streamlining support procedures
- Closed an average of 50% more support tickets than the team goal

Other work

UX/UI Bootcamp Mentor

Feb 2020 - Present

- Guided over 30 students to successfully transition into the design industry
- Top rated mentor status

Freelance designer

- Designed and delivered assets for startups, investment groups and friends

Education

2010 - 2017

BA Advertising from
Brigham Young University

Skills

- Figma and Framer
- User Testing
- Data. I love data.
- Design System builder
- HTML / CSS / Git
- Self-directed and proactive
- Excellent communication skills, bridging business and development teams

Accolades

- Awarded for helping improve product education tooling
- AWS acknowledgment for bringing ML to more businesses
- Company operations chair for goals to align company metrics
- Awarded for closing over 600 tickets in a quarter
- Recognized as a key contributor to the success of yearly company conference to over 10k attendees

Volunteering

- Humanitarian volunteer in Massachusetts (2011 to 2013)
- Mentoring and lecturing others how to design since 2021 via LinkedIn and BYU Design Program