

JoshThorn

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I'm an enterprise designer who loves to solve complex problems. Over the last seven 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

- Proposed and saw released 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 in the design system
- Lead five department 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 leading planning workshops

Domo, Inc.

Senior UX Designer, Team Lead

Mar 2022 - Feb 2023

- Lead designer over chart creation tool, Analyzer, introducing **over 20 customer-requested Quality of life enhancements**.
- **Managed and taught new designers** to understand data ingestion and visualization, Running around 20 designer and onboarding sessions
- Led designs for cross-functional team features, totaling 30 developers, **bringing in \$10m**
- Created the UX Writing Committee, ensuring consistent language and style in the product

UX Designer 2

Mar 2020 - Mar - 2022

- Designed a simple machine learning feature that 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 five product videos** for an annual company conference
- Mentored and trained new UX designers on the Domo product to up-level the team

UX Designer

Mar 2018 - March 2020

- **Designed three customer requested GUIs** to connect to external API systems
- As part of a dev team, I lead the design of **two highly requested customer features**
- Contributed four brand **new components** to our company design system
- Created **over 700 icons** to show 3rd party integration to Domo
- Assisted Senior designer on **four customer oriented features** that went to production
- Researched, designed, and proposed new features to the **executive team**

Process Operations Designer, CS

May 2017 - Mar 2018

- Designed and built dashboards that highlighted support metrics that needed attention
- Designed support ticket creation processes that decreased case resolution time by 30%
- Increase customer satisfaction **scores increased by 10%** by designing support procedures Based on research and customer feedback
- 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
- Critical contributor to the success of our 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 School