**Kevin Hatchoua**   
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**Professional Summary:**

* Overall 8+ years of IT experience, which includes
  + 6 years of experience in Web analytic, UX Design and Information Architecture.
  + 2 years of experience in ITSM & methodologies such as: ITIL, SCRUM, Agile.
* Proven ability to leverage trends in technology to improve business processes, with special expertise in data analysis, application development, testing, user experience design, software and hardware maintenance.
* Published the very first Mass.gov style guide, which serves state agencies as design guidelines for establishing a single face of government.
* Designed and launched Massachusetts’ Human Resources Division’s public facing executive employee dashboard.
* Served as the user experience SME on the Massachusetts Juvenile Justice Policy and Data Board; using data visualization to help Massachusetts residents understand the various and often complicated process points of the juvenile justice system.
* Expertise in Design and development of CMDB (Configuration Management) in ServiceNow.
* Experienced in writing Business rules, UI policies, Data policies, Script includes, Client scripts, Security rules & UI Actions.
* A solid foundation in typography, accessibility, information architecture, layout and design.
* Design user-centered interaction models, wireframes or screen mockups.
* Excellent written and Verbal communication skills relevant to customer facing interactions, and internal collaboration.
* Translate concepts into user flows, wireframes, mockups and prototypes that lead to intuitive   
  user experience.

**Technical Skill Set**

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| **Design & Research:** | Hootsuite, InVision, Axure, Balsamiq, Sketch, Validately, Formstack, Treejack, Microsoft Office tools, Adobe Creative suite (Photoshop, Illustrator, InDesign, After Effects, XD, etc.) |
| **Data Visualization:** | Tableau, IBM Superset, Google Data Studio |
| **Web Technologies:** | Drupal, WordPress, Bootstrap, Google Analytics, Webmaster, GitHub, Design Systems |
| **Scripting:** | Python, JavaScript, HTML, DHTML, XML, CSS, SASS. |
| **ITSM & BizOp:** | ServiceNow, OnBase, Jira, EazyBi |

**Education  
The New England Institute of Art -** 2012Bachelor of Science in Computer Science and Digital Multimedia.

**Certifications:** ServiceNow Administrator, Adobe Certified Expert, ITIL Foundations.

**Work Experience**

**User Experience Research & Design**

**Executive Office of Technology Services & Security**Jun 2019 - Present

* Establish design standards and principles
* Visualize design ideas using storyboards, process flows, sitemaps, and wireframes.
* Gather and evaluate requirements, in collaboration with product managers, web developers, and other functional groups.
* Collaborate with internal teams to produce high-fidelity user interface designs.
* Conduct concept and usability testing; gather and analyzes feedback.
* Create visual designs for print materials, presentations, marketing, branding, logos.
* Collaborate with members of other agencies and project teams, customers, and stakeholders, to understand their needs, clarify possible options, and make recommendations
* Contribute to and advances “best practices” within Digital Service and outside of organization.
* Provide exemplary peer reviews, enabling continuous learning and improvement opportunities for other team members
* Expert with Adobe Photoshop, Adobe Illustrator, Sketch, InVision & other Adobe CC products.
* Maintain the Mayflower design system and contribute to the code base.

**Asset Management Data Analyst**

**Executive Office of Technology Services & Security**Nov 2016 – Jun 2019

* Deliver end-to-end services within ServiceNow, which includes architecting technical implementation of processes, interfacing with vendors and management, and designing with a user-centric approach.
* Experience writing Business rules, Client scripts, UI rules, Data policies, Workflows and email notifications; through HTML, CSS and JavaScript.
* Strong Verbal and written skills to support and facilitate customer facing applications and engagements.
* Build workflows, SLAs, Dashboards, Reports & Visual tasks boards..
* Assist with usability and QA testing on custom applications.
* Manage Incident and Change Reporting to track SLA compliance and determine the current quality of applications.
* Assist in the ServiceNow and CG4 integration.
* Responsible for managing and maintaining over 247,000 data center and end-user hardware

assets.

* Manage IT infrastructure maintenance contracts, & over 9,000 software license entitlements.
* Assist Configuration Management with managing over 1.5 million CI records.
* Write custom HTML, CSS & JavaScript for the employee service portal.
* Design forms, tables and UI elements for ServiceNow applications.
* Create and manage Catalog items, as well as the Product catalog.
* Consolidate user data of over 171 state agencies & secretariats.
* Successfully implemented RFID tags as an asset tracking strategy throughout our infrastructure, to alleviate auditing.
* Experience with IT Software & Hardware Asset Management, Service Delivery, Service Desk and Change, Problem and Project Management processes.
* Experience with integration methodologies and development as well as building integration to

external systems Via HTTP, MID Server and Web Service.

* Create training documentation and knowledge articles for end-users and ITIL users.
* Host training courses and demos on several ServiceNow modules and features.
* Participate in peer code reviews

**UX Designer & UI Developer**  
**SeaChange International**Feb 2015 – Oct 2016

* Translate concepts into user flows, wireframes, mockups and prototypes that lead to intuitive user experiences.
* Work with other designers to develop the corporate style guide & branded user interface assets for use across all corporate applications and products. (Asetflow, eCMS, Rave, BMS.)
* Design infographics and promotional marketing materials, including customer outreach emails.
* Managed & supported the code release of 388 UI assets using Perforce.
* Analyze user data and analytics to improve and provide consistent and exceptional service delivery.
* Maintain and ensure customer facing sites are aligned with company brand and messaging to provide optimal user experience.
* Worked with engineering teams to design and build back-end support applications.
* Coordinated efforts between offshore resources and our internal teams. This role involved extensive daily communication and collaboration to build BMS application.
* Help optimized applications by analyzing data and reports to ensure processing and scale-ability across different screen sizes and devices.
* Designed user-centric orchestration workflows.
* Assisted in the migration of the corporate website onto new responsive platform.

**Freelance UX Designer & UI Developer**  
**Dell EMC & Gorilla Media**Mars 2011 – Jan 2015

* Prioritize user experience issues and solutions to best meet customer and business goals.
* Create delightful digital experiences that support user and business goals
* Partner with the UX content strategists and researchers on digital personas, templates, and page-level UX.
* Developed IT operation web pages on EMC’s internal network.
* Develop animation and interactive pages using latest front-end development technologies for enterprise-grade CMS solutions.
* Rapidly prototype HTML from UX wireframes and UI designs.
* Conduct UX discovery activities: analyze behavioral data, benchmark competitor and industry digital experiences, interview internal stakeholders, and provide input for and desired output from user testing.
* Collaborated with teams from India and Ireland to design and develop the UI & UX for EMC’s Innovation Roadmap Website.
* Carry out QA testing to discover and optimize errors and usability.
* Developed cross-browser applications using HTML, XHTML, CSS, JavaScript, PhP, AJAX.
* Experience in gathering requirements from application users/owners. Formulate requirements and manage the development of the system throughout its lifecycle.
* Experience in both client and server-side scripting.
* Advocate persona-driven UX strategies throughout the design and content development process. Leverage research data to continuously improve personas.