

Kim Spencer

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I specialize in complex omni channel design systems. I can break down the components of effortless design and how to create quality experiences for users. Then, I can teach that system of *how and why* to your mom.

Skills

Product Design
Design Systems
Design Leadership
Design Strategy
Design Operations
Mentorship & Coaching
Training/Education
Storyboarding
Accessibility
Team & Culture Building
Information Architecture

Tools

Figma
Sketch
Google Tools
Adobe CC

Education

Masters of Liberal Arts
Film Studies
University of Richmond

Bachelor of Fine Arts
Communication Design
Virginia Commonwealth University

Bachelor of Fine Arts
Crafts: Glass & Furniture Design
Virginia Commonwealth University

Teaching

01.2011 to 07.2013

Adjunct Professor
Virginia Commonwealth University

300-400 level courses in web design and visual narrative in a mix of electives and foundational courses in the Graphic Design department, School of the Arts

08.2010 to 04.2012

Adjunct Instructor
Virginia State University

200-400 level courses in foundational arts courses in woodworking and sculpture, web design for the core degree track

Experience

UX/UI
Design Quality Lead

Capital One
04.2021 to present

Working collaboratively across a team of 700+ designers, providing consultation, support and training on designing holistically for native experiences. Collaborating with enterprise and line of business teams to create design standards, best practices and processes to ensure integrity of the digital customer experience and ensure platform norms are considered. Developing project plans, roadmaps and processes to track educational impact on design quality. Providing subject matter expertise in design reviews across the design organization especially within the design systems team. Influencing and guiding the next iteration of the Capital One account servicing applications.

Leading a weekly, half hour, design training series focused on level setting native design skills across disciplines within the Experience Design team.

STORYTELLING ANDROID IOS DESIGN STRATEGY TRAINING FACILITATION
OPS/PROCESS ACCESSIBILITY DESIGN SYSTEMS PEOPLE MANAGEMENT
ROADMAPPING UX VISION CULTURE BUILDING

Design Systems Lead

Capital One
07.2019 to 04.2021

Partnered with development teams to provide support and backup for native feature initiatives. Coached junior designers on how to design for native at Capital One. Created line of business design system components and enhancements, contributing to the larger design system.

UX/UI DESIGN ANDROID IOS PROTOTYPING ACCESSIBILITY FACILITATION
TRAINING MENTORSHIP DESIGN SYSTEMS

Native UX/UI Designer

Capital One
07.2014 to 07.2019

Dedicated to multiple development teams. Worked with tech and product on feature flows for flagship account servicing applications. Built out the Android design system UI library. Led the training work stream by producing training sessions for the line of business designers, developers and product owners on native design principles and methodology.

Founded, *Design Making*, a hands-on making program implemented company wide to provide alternative problem solving solutions, creative outlets and multidisciplinary team building..

UX/UI DESIGN ANDROID IOS PROTOTYPING ACCESSIBILITY DESIGN SYSTEMS
PERSONAS FACILITATION UX VISION DESIGN STRATEGY CULTURE BUILDING

Creative Director

Protozoa Design
01.2011 to 12.2014

Designed, developed and implemented identity systems, interactive, print and exhibition collateral for small to medium sized businesses and non-profits. Provided staff training on site content creation, updates and maintenance. Managed sub-contractors across disciplines to collaborate on execution.

BRANDING ART DIRECTION PEOPLE MANAGEMENT WEB DESIGN TRAINING
PROJECT MANAGEMENT PUBLICATIONS FRONT END DEVELOPMENT