

Kendrick Arnett

kendrick@kendrick.fyi · <https://kendrick.fyi> · (214) 808-8970

Summary

Seasoned UX leader and team builder with deep experience in leading cross-functional strategic initiatives, data-driven design and human-centered design. Specialized in A/B testing, web analytics, and accessibility initiatives including Section 508/WCAG 2.0 compliance. Adept at balancing user and business needs to deliver scalable, inclusive solutions. Expert-level proficiency in Figma, design systems, HTML, and CSS.

Experience

Compassion International

Senior Manager, UX & Product Design

1/2022 – 5/2024

- Recruited, hired, and mentored a team of 5 UX designers and 2 front-end developers, expanding from an initial team of 2. Proactively provided career planning and growth opportunities to team members.
- Led the creation and expansion of the Compassion Design System, integrating design tokens across Figma, HTML/CSS, React, and React Native components, modeled via Atomic Design principles.
- Conducted multilingual user research and testing, iterating designs based on feedback from diverse user groups and building personas as research output.
- Implemented a product design framework rooted in design thinking to the team.
- Developed a sustainable usability testing framework, streamlining data analysis and creating rapid feedback loops for iterative design improvements.
- Directed cross-functional product design strategy of a data-rich web app that democratizes siloed information from Salesforce and Excel, streamlining multi-year planning and marketing. The app is the cornerstone of a \$1.4B strategic fundraising effort.
- Led a Spanish-language Design Sprint in Bolivia, followed by additional sprints in the US, Bolivia, and Kenya. Conducted remote usability testing of sprint outputs in Kenya, Peru, and Indonesia to iterate on and refine product designs.
- Designed and prototyped a crowdfunding app, empowering field partners to raise money for medium-sized projects, addressing a crucial internal funding gap. Worked closely with agile dev team throughout delivery.

Compassion International

User Experience Architect III

8/2020 – 1/2022

- Built the Compassion Design System, empowering designers and developers to create consistent, accessible, and brand-aligned digital experiences.
- Educated and trained cross-functional teams on human-centered design and ideation processes, fostering a culture of innovation and rapid iteration.
- Built and maintained relational, cross-silo bridges with designers, developers, and marketers, resulting in elevated trust, understanding, and execution speed across teams.

- **Partnered with multiple product teams** to provide comprehensive UX design support, ensuring alignment with **cutting-edge interaction design best practices**.

Pier 1 Imports

Lead User Experience Architect

11/2013 – 6/2020

- Designed and managed Pier 1's **A/B testing and CRO program**, enabling informed design decisions and generating **tens of millions in incremental revenue** annually.
- Led the **accessibility overhaul of pier1.com, achieving WCAG 2.0 AA compliance** and raising awareness among executives and stakeholders, ensuring inclusive and accessible designs.
- Performed **in-depth web analytics and built data-driven reports and dashboards** to track key performance indicators, optimizing user experiences and driving significant improvements in online revenue and customer satisfaction.
- **Envisioned and built Pier 1's mobile-first, open-source design system**, including a Sketch library, HTML/CSS/JavaScript components, and a ReactJS sample site.
- **Overhauled the information architecture** of pier1.com via user research and card sorting to improve usability, taxonomy, and merchandising.
- **Mentored junior team members** on front-end projects, enhancing their skills in design, front-end development, and accessibility.
- **Introduced and spread a human-centered design thinking framework**, facilitating cross-organizational workshops that led to a product prototype, fostering a culture of **innovation and rapid iteration**.
- **Designed user-centered, mobile-first experiences** for pier1.com's e-commerce site, incorporating research, usability testing, and prototyping to ensure high usability and performance.
- **Proactively built bridges and collaborated** with cross-functional agile teams of product owners, developers, and stakeholders to achieve the intended outcomes of designs, ensuring **alignment with business objectives and user needs**.

D.R. Horton

Application Developer

4/2013 – 11/2013

Built Windows tablet app UI, features and web services layer for sales tool used in model homes. Prototyped a Windows Store time entry system. Led behavior-driven development process by training business users to write user stories and acceptance tests.

Slalom Consulting

Custom Development Consultant

1/2012 – 4/2013

Developed commercial property tax application features, collaborating frequently with client stakeholders to ensure alignment. Designed and built UI features for a touch-based courtroom application.

Texas Power

Web Application Developer

3/2011 – 12/2011

Designed and built a full-stack ASP.NET MVC app to streamline natural gas sales data, improving efficiency and data accuracy. Implemented and managed a paperless billing product, reducing costs and environmental impact. Developed an intuitive UI and workflow to simplify common customer service representative tasks, enhancing user experience.

Thomson Reuters

Software Systems Engineer

2005 – 2011

Implemented ASP.NET MVC web portal features and web services used for invoice management and tracking. Built full-stack ASP.NET MVC application to streamline publication renewal process.

Tyler Technologies

Web Application Developer

2004 – 2005

Developed UI and backend for nationally-distributed property appraisal product.

Skills	UX Research, Usability Testing, Information Architecture, Interaction Design, Design Systems, Wireframing, Prototyping, A/B Testing, Accessibility (508 Compliance/WCAG 2.0 Level AA), Web Analytics and Dashboarding, Conversion Rate Optimization (CRO), Agile Methodologies, HTML5, CSS, SCSS, JavaScript, Figma, ReactJS, Responsive Web Design, Public Speaking, Data-Driven Decision Making, Executive Reporting
Certs	Nielsen Norman Group UX Certification, Interaction Design specialty. January 2018. Certification ID 1019692. IDEO U Advanced Design Thinking certificate. March 2022. IDEO U Foundations in Design Thinking certificate. July 2021.
Education	B.S. Computer Science, French minor, Texas A&M University.