

Kashif Gibbs

Experience

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- Software engineer experienced in product management, research, analysis, design, and development
- User-centered designer familiar with conducting and applying research to software systems.
- Manager adept with processes of varying agility to deliver products within scope, time, and budget.
- Educator applying learning theory to effectively communicate and understand motivations

Designs, models, research methods, and results are available through website

Education

2008 Drexel University
2003 BS in Software Engineering

Coursework in computer science, project management, interaction design, psychology, software architecture, business, accounting, and economics

2012 General Assembly
2013 Certification in UX Design

Coursework in audience research, mobile UX, persuasive, design, wireframing, and whiteboarding

Present
2018

PruTech Solutions

Product Lead

- Managed and coordinated agile teams alongside contributing software design, code, analysis, and research to deliver enterprise-grade products for NYC agencies

2021

New York City Department of Education

- Streamlined research deliverables by creating personas, journey maps, and storyboard templates
- Guided strategic direction with product maps detailing current and future solutions alongside their organizational impact
- Created dashboard designs to consolidate services and metrics from support, hosting, cloud, and infrastructure teams

2021
2019

New York City Department of Social Services

- Managed design team of three to deliver thousands of screen designs six months ahead of schedule using lean and agile methods
- Created and maintained design systems, screens, and team processes to allow greater designer autonomy and productivity
- Delivered design solution consolidating over a dozen social programs into one platform to help monitor and distribute benefits

2019

New York City Department of Design and Construction

- Modernized IT tools by delivering products to manage contractor authentication, request forms, construction projects, and benchmarks
- Delivered front-end HTML/CSS/JS and Google Maps API solutions

2018

New York City Department of Consumer and Worker Protection

- Conducted financial expert interviews and observed client-counseling sessions to research roles and personal finance practices
- Designed personas, information architecture, process flows, and screens enabling counselors to manage sessions, make financial plans, and report outcomes
- Delivered financial consumer app designs cutting counseling session overhead time by half while increasing performance metrics by 20%

2018
2015

Department of Youth and Community Development

UX Designer

- Managed interface design and development with custom designs and HTML/CSS code libraries used across multiple teams
- Lead design collaboration for public-facing web and mobile products used by young people and community organizers throughout NYC
- Contributed research, designs, and C# code across the financial, enterprise, and public-facing agency sectors to facilitate interagency IT modernization

Present
2012

Hunter College

Programming Instructor

- Designed web programming curriculum with lesson plans, newsletters, assignments, and exams for UX, HTML, CSS, and JavaScript courses
- Taught coding and design concepts to students in classes ranging from 5-15 students, using engaging labs and lectures

Skills & Tools

Management

SCRUM, Project management,
Lean UX, Software Architecture

MS Project, JIRA, Confluence,
OmniPlan, Azure DevOps

Analysis

Data modeling, SEO, Information
Architecture, Business Analysis

MS Visio, Google Analytics,
Confluence, Omnigraffle

Design

User Experience, Design
Systems, Motion, Interactions,
Prototyping, Graphic Design

Figma, Adobe XD, Framer, Sketch,
Invision, Marvel, Axure, Pixelmator

Development

Front-End, Markup, CMS,
Database Administration,
Frameworks, Web3 & Blockchain

HTML, CSS, SASS, MySQL, GraphQL,
Xcode, JavaScript, React, Angular,
Solidity

Experience

Present
2008

Client Web Design

Web Designer

- Delivered custom front-end HTML, CSS, and JavaScript solutions integrated with content management systems and platforms including Webflow, Squarespace, Wordpress, Shopify, BigCommerce, and Drupal
- Provided copywriting, SEO, and SMO marking techniques to support content cohesion and a consistent positive web presence

2014
2013

Burke Consulting

UX Designer

- Designed school information system features increasing engagement by 40% while reducing session duration and bounce rate by 20%
- Identified pain points within the NYC Cristo Rey School Network using interviews and observations to gain product insight, support design decisions, and define a cohesive UX process

2013
2012

Learnbop

UX Designer

- Conducted qualitative and quantitative research on teachers to observe and record methods that help define product flow and user stories
- Designed new products based on established learning science and user study results to help teachers automate algebra problem assignment, classroom assessment, and motivational communication

2012
2009

Real Capital Analytics

DevOps/QA Specialist

- Helped developers adopt continuous integration practices that automated software updates, regression testing, and deployment
- Refactored VB.NET code and processes, reducing time spent on codebase management by over 70% while still ensuring quality
- Created technical documentation templates used for system analysis on various commercial real-estate financial models

2007

PJM Interconnection

Business Analyst

- Provided analysis and documentation for database designs, requirements, and configurations
- Created entity-relationship diagrams based on rules extracted from requirements and analysis documents
- Administrated and maintained Oracle databases during planned migrations from 9i to 10g

2006

Motorola

Software Engineer

- Conducted analysis, compatibility testing, and updated C++ code for cable TV set-top box software interfaces
- Created configuration mappings for embedded chips, increasing capacity to test and verify production-ready hardware

2005

Lockheed Martin

Software Engineer

- Updated and refactored legacy Pascal interfaces for AEGIS Combat system to be retrofitted with foreign international defense systems
- Designed, developed, and maintained Sharepoint collaboration sites to curate department information, guides, and processes