



**Anthony
E. Kosky**
Principal AI UX
Designer &
AI Product Strategist

Contact

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Skills & Tools

Design Tools

- Adobe Creative Suite
- Artificial Intelligence (AI) (Figma Make, ChatGPT, CoPilot)
- Figma (Figma, FigJam, Figma Make, Slides)

Product & UX Design

- Affinity Diagramming / Affinity Diagram
- Artificial Intelligence (AI) (as a tool or domain knowledge)
- Atomic Design
- Business Process Flows
- Conceptual Design / Concepting
- Customer Journey Mapping
- Design Thinking
- Information Architecture
- Interaction Design
- Issue Definition
- Issue Perception
- Low & High-Fidelity Design
- Mockups
- Personas
- Product Design
- Prototyping / Prototypes
- Responsive Design
- Scope Definition
- Sketching
- Storyboarding
- Strategic Planning
- User Experience (UX)
- User Experience Design (UED)
- User Interface Design
- User-centered Design
- Visual Design
- Web Content Accessibility Guidelines (WCAG)
- Wireframing

Summary

Principal AI Product Designer, UX Leader, and Product Strategist with 20+ years of experience driving enterprise transformation through AI, design systems, and human-centered innovation. Expertise in aligning business strategy, emerging technology, and user needs to deliver scalable products, improve operational efficiency, and elevate customer experiences. Recognized for leading cross-functional teams, establishing design governance, and creating frameworks that enable organizational growth, product excellence, and measurable outcomes.

Employment history

February 2026 - Present - 6 Months - Charlotte, North Carolina

Sr. Product Designer (AI) | Novant Health - Hybrid - Full-time

Drive AI experience strategy across Novant Health's Innovation and AI organizations.
Lead AI design systems, governance frameworks, and responsible AI standards.
Conduct experience audits to improve usability, adoption, accessibility, and quality.
Partner with executive and cross-functional teams to deliver scalable AI solutions.

October 2022 - December 2025 - 3 Years, 3 Months - Boston, Massachusetts

Principal Product, UX, UI Designer | Fidelity Investments - Remote - Full-time

Boost payment success rate by 89% through intuitive payment method design.
Accelerate time-to-market by 41% using AI for faster design iterations.
Reduce support call volume by 47% with strategic enhancements to legacy credit card processes.
Increase Net Promoter Score by 33% through high-impact design solutions.
Improve delivery speed by 36% by optimizing workflows and enhancing data accessibility.

June 2022 - October 2022 - 4 Months - Mooresville, North Carolina

Lead Product Designer | Lowe's - Hybrid - Full-time

Unified 12 systems into a single supply chain platform, boosting efficiency by 72%.
Championed UX design for Supply Chain Customer Promise, enhancing user experience across locations.
Streamlined workflows and clarified roles, ensuring cohesive and efficient team execution.
Mentored junior designers, fostering leadership and enhancing team capabilities.
Addressed remote and cross-functional challenges, maintaining project momentum and team cohesion.

May 2020 - June 2022 - 2 Years, 1 Month - Mooresville, North Carolina

Sr. Product Designer | Lowe's - Hybrid - Full-time

Streamlined user experience with intuitive design, enhancing product owner insights.
Developed a dynamic Imports platform, boosting data interaction and user personalization.
Facilitated cross-functional collaboration, fostering data-driven decisions and innovation.

December 2019 - May 2020 - 6 Months - Mooresville, North Carolina

User Experience Designer, Architect | Lowe's - Hybrid - Contract

Mapped architectural flows to enhance user experience, boosting development efficiency.
Conducted workshops to identify user pain points, leading to strategic user experience improvements.
Empowered product owners with insights for actionable user experience enhancements.

January 2017 - January 2020 - 3 Years, 1 Month - Columbus, Ohio

Founder/Owner | Elephant Sense Studios LLC. - Remote - Freelance

Led strategic project scoping, aligning goals with business needs and user expectations.
Guided MVP development for cost-effective iterations, enhancing resource allocation.
Boosted brand presence through targeted digital strategies across diverse platforms.
Managed CRM systems to proactively resolve issues, improving client satisfaction.

October 2018 - October 2019 - 1 Year, 1 Month - Columbus, Ohio

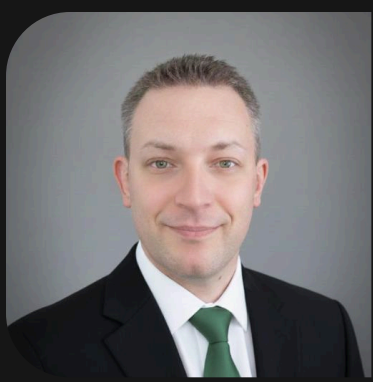
Principal UI/UX Designer, Consultant | Robert Half Technologies - On-site - Contract

Enhanced UX by crafting tailored dashboards, aligning design with business goals.
Created UX artifacts like wireframes and prototypes, improving usability and design strategy.
Directed a 16-member team, ensuring effective task delegation and UX/UI innovation.
Interpreted 584 user responses to refine user profiles and address key pain points.
Resolved brand misalignment using analytics, updating materials for clearer branding.

February 2018 - October 2018 - 9 Months - Dublin, Ohio

Digital Design Consultant | Velosio - On-site - Full-time

Led Dynamics 365 CE Portal projects, enhancing client solutions with tailored designs.
Developed strategic portal methodologies, driving successful market implementations.
Guided teams and clients in best practices, improving portal usability and efficiency.



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Skills (continued)

User Research & Analysis

- Contextual Inquiry
- Data Analysis
- Interviewing
- Market Analysis
- Metrics & Objectives Priority Alignment
- Qualitative Research
- Quantitative Research
- Survey Data Analysis
- Survey Generation
- SurveyMonkey
- Usability / Usability Testing
- User Journey Analysis
- User Research Analysis
- User Research Insight Synthesis

Ideation, Strategy & Problem Solving

- Brainstorming
- Change Flexibility
- Critical Thinking
- Decisive Decision-Making
- Exploration & Discovery
- Growth Mindset
- Ideation
- Problem-Solving

Collaboration & Communication

- Communication
- Cross-team Collaboration
- Design Workshops (In-person & Remote)
- Knowledge of development toolsand technology including:
 - React, Node, JS
 - CSS, SASS
- Leadership
- Presentations

Employment history (continued)

July 2011 - December 2017 - 6 Years, 6 Months - Columbus, Ohio

Sr. Designer / Sr. Developer | Nationwide Insurance - On-site - Full-time

Led a 15-member team optimizing ServiceNow UI, boosting user engagement and adherence to guidelines. Implemented Service Catalog modules, enhancing process efficiency and reducing incident response time. Produced a video presentation for 530+ employees, highlighting key achievements and team success. Engineered lightweight graphics to improve front-end performance, reducing server load significantly. Managed SharePoint templates and email campaigns, streamlining operations and communication.

June 2015 - November 2015 - 6 Months - Columbus, Ohio

Creative Director | ZED Digital - On-site - Part-time

Led remote teams to develop client-focused digital prototypes, enhancing user engagement. Refined project strategies through critique sessions, aligning with budgets and timelines. Guided vendors and clients on brand standards, ensuring consistent digital presence. Optimized website content and structure, meeting deadlines and budget targets. Implemented a tracking system, improving process efficiency and quality.

March 2011 - July 2011 - 5 Months - Columbus, Ohio

Multimedia Specialist | TEK Systems - On-site - Contract

Developed client-centric multimedia applications, enhancing user engagement and brand consistency. Collaborated with cross-functional teams to deliver projects on time, exceeding client expectations. Utilized analytical skills to prioritize tasks, ensuring efficient project workflows and outcomes.

February 2011 - March 2011 - 2 Months - Columbus, Ohio

Digital Artist | The Creative Group - On-site - Contract

Managed client updates swiftly, achieving notable client satisfaction through effective collaboration.

January 2011 - February 2011 - 2 Months - Columbus, Ohio

Digital Artist | The Creative Group - On-site - Contract

Managed client file updates, transforming them into cohesive digital art solutions. Translated complex technical details into visually engaging presentations. Enhanced client satisfaction through precise and creative visual communication.

April 2010 - January 2011 - 10 Months - Columbus, Ohio

Digital Artist | Promedia Creative - On-site - Full-time

Integrated audio-visual elements for commercials, enhancing viewer engagement and brand recall. Developed user-friendly DVD interfaces, optimizing user experience and functionality. Collaborated with creative teams to ensure cohesive design and execution of multimedia projects. Utilized industry-standard software to produce high-quality digital content, meeting tight deadlines. Improved project outcomes through innovative design solutions and attention to detail.

February 2010 - April 2010 - 3 Months - Columbus, Ohio

HTML Developer | Inserv Worldwide - On-site - Full-time

Created dynamic HTML websites from designs, enhancing user engagement and visual appeal. Designed and animated logos, improving brand recognition and visual identity. Collaborated with designers to ensure seamless integration of visuals and functionality. Utilized HTML expertise to deliver projects on time, ensuring client satisfaction. Implemented feedback to refine animations, resulting in improved client retention.

January 2010 - February 2010 - 2 Months - Columbus, Ohio

Digital Artist | Lotz Studios - Hybrid - Freelance

Created motion graphics logo animation, enhancing brand identity and client satisfaction. Incorporated feedback efficiently, leading to a polished final product. Utilized advanced design software to produce high-quality visuals. Collaborated with team to ensure alignment with client vision and objectives.

June 2009 - December 2009 - 7 Months - Columbus, Ohio

Flash Developer | TEK Systems - On-site - Contract

Conducted quality checks, boosting video tracking efficiency and refining Flash VSX workflows.

November 2008 - June 2009 - 8 Months - Columbus, Ohio

Flash Designer | TEK Systems - On-site - Contract

Designed a promotional app that boosted user engagement and satisfaction, showcasing Flash expertise. Developed a promotional app enhancing user interaction, significantly improving satisfaction. Created a user-centric promotional app, leading to notable increases in engagement and satisfaction. Crafted an interactive promotional app, driving higher user satisfaction and engagement.



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Skills (continued)

Development / Handoff Tools

- Confluence
- Jira
- Miro
- PowerPoint
- SharePoint
- Figma
- Figma Slides

Employment history (continued)

June 2008 - November 2008 - 6 Months - Columbus, Ohio

3D Modeler | Roto Studios - On-site - Full-time

Crafted and textured 3D ride elements, boosting visual appeal and user interaction.
Merged 3D models with video, enhancing attraction realism and visitor satisfaction.
Streamlined 3D scene organization, ensuring smooth ride transitions and operational success.

March 2008 - June 2008 - 4 Months - Columbus, Ohio

Multimedia Designer | JARDS - Remote - Freelance

Crafted engaging motion graphics, enhancing brand appeal and audience interaction.
Enhanced visual storytelling, boosting viewer engagement and message clarity.
Converted concepts into dynamic visuals, ensuring brand consistency and improved retention.

February 2008 - March 2008 - 2 Months - Columbus, Ohio

Web Designer | EXPRESS - On-site - Contract

Developed web graphics for site updates, enhancing team efficiency and user interaction.
Implemented web graphics, optimizing processes and fostering team collaboration.
Created interactive graphics, streamlining updates and improving user experience.

January 2008 - February 2008 - 2 Months - Columbus, Ohio

Multimedia Specialist | KreativGenes - On-site - Full-time

Led design of interactive applications, enhancing user engagement and efficiency.
Implemented efficient print processing techniques, optimizing resource use.
Streamlined in-house procedures, boosting operational productivity.

January 2006 - December 2007 - 2 Years - Columbus, Ohio

Multimedia Consultant | Consultant - Hybrid - Freelance

Crafted brand strategies enhancing visibility, boosting engagement, and driving client satisfaction.
Developed targeted materials, elevating campaign reach and effectiveness.
Collaborated with teams to deliver multimedia solutions tailored to client needs.
Analyzed competition and client needs to ensure tailored branding solutions.
Photographed business elements for impactful website design and implementation.

June 2005 - January 2006 - 8 Months - Dublin, Ohio

Multimedia Specialist | Xcelerate Media - On-site - Full-time

Designed and implemented large-scale applications, and enhancing user engagement across learning platforms by 40%.
Led the development of a Flash content delivery system, improving content accessibility.
Integrated audio and visual interactions, elevating user experience and satisfaction.

October 2005 - December 2005 - 3 Months - Columbus, Ohio

Quality Inspector | Tracermedia - On-site - Full-time

Ensured product compliance through rigorous inspections, enhancing quality by 12%.
Executed detailed audits for large-scale projects, ensuring timely delivery and precision.
Collaborated with cross-functional teams to meet tight deadlines, achieving project goals.

Education history

2006 - 2010 - 4 Years - Location

Bachelor of Fine Arts (BFA) | Time Based Media Studies - Columbus, Ohio - Graduate

Columbus College of Art and Design, GPA: 4.0, Dean's List: Super Honor Roll

2003 - 2005 - 2 Years - Location

Associate of Applied Science (AAS) | Interactive Multimedia Technology - Columbus, Ohio - Graduate

Columbus State Community College, GPA: 4.0, Cum Laude

Courses & Learning

Design Thinking: Data Intelligence
[LinkedIn](#)

Investing in Human Skills in the Age of AI
[LinkedIn](#)

Building an Adaptability Mindset in the Age of AI
[LinkedIn](#)

Amplify Your Communication Skills with Generative AI
[LinkedIn](#)