Todd Broadrick

UX Designer

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Skills

User Research and Analysis, Visual Design, Information Architecture, Content Design, Product Management, Figma, Adobe Suite, HTML, Typescript, Conversational Design, Generative AI

Professional Experience

Tempus

Product Designer   Chicago, Jan 2024 - Present

- Designed an internal AI application used for reducing manual work in locating information, with a 50% adoption rate across the company in the first month after release.
- Implemented a process for collecting and synthesizing customer feedback for our generative AI products, increasing customer satisfaction by 45%.
- Designed a new user flow for creating Data Products, reducing data creation time by 60%.
- Developed detailed mockups, and prototypes to communicate interaction and design ideas.

Technical Writer   Chicago, Feb 2021 - Dec 2023

- Reorganized the information architecture of the entire internal technology handbook to increase engagement.
- Set up a Google Analytics dashboard for the technology handbook in order to help make data driven project decisions.
- Led bi-weekly syncs with Tech Writers to establish best practices.

Kaplan

Technical Writer   La Crosse, Aug 2019 - Dec 2020

- Wrote and maintained process instructions for building educational courses.
- Built and deployed modular educational courses in oXygen DITA Editor.
- Documented SOPs for utilizing a brand new content authoring tool.

Education

Iowa State University / B.S. Technical Communication
August 2015- May 2019, Ames, Iowa

Coursera / UX Design Certificate
February 2023 - June 2023, Online