

BRENNEN THANNEY

SERVICE DESIGNER

STUDIES

Savannah College of Art and Design

B.F.A. Service Design
Minor: Interaction Design
Class of 2015

EXTRAS

IBM Enterprise Design Thinking Leader
2017 - Present

Service Design, ATX Meetup Owner
2016 - Present

Co-Professor for UT-Austin
Fall 2018, Spring '19

Facilitator for Austin Design Week
2017, '18

Summa Cum Laude
SCAD 2015

EXPERIENCES

IBM Services // IBM Automation Service Designer, Researcher
Enabling behavior change in Automation sellers to better communicate and sell IBM's Future of Work narrative.
Stakeholder Management | Service Design | Facilitation
January 2020 - Present

IBM Services // HR - Early Professional Experience Service Designer, Researcher
Researching and identifying needs to develop a new program for early career professionals entering IBM Services, worldwide
User Research | Experience Design & Content Creation
November 2018 - January 2020

IBM Design Program Office Service Designer, Researcher
Redesigning IBM's design education program for new hires & interns, based off user, stakeholder & market research
Experience Design | Prototyping | User Testing | Impact Metrics
January 2018 - April 2019

IBM Design for Client Services Service Design Consultant
Leading development, scoping, designing, and researching for design thinking workshops for GBS's enterprise clients
Design Research | Facilitation | Client Relations | Content Creation
May 2016 - January 2018

IBM Cloud UX Designer
Conducting user research and user testing to craft style-guide components and rules to support IBM Cloud's Mobile Enabling Micro-services
Market Research | UX Design | Component Creation
September 2015 - May 2016

IBM Design Maelstrom Software Design Intern
Experimenting with new concepts, reinventing email
Prototyping | Storytelling | User-Testing
Summer 2014

FIND ME

561.512.7916
brennen.thaney@gmail.com