

# BRENNEN THANNEY

SENIOR 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 - 2021

Service Design, ATX Meetup Owner  
2016 - 2020

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

Facilitator for Austin Design Week  
2017, '18

Summa Cum Laude  
SCAD 2015

## EXPERIENCES

**Humana // XC** Senior Innovation Strategist

Working with business stakeholders to understand goals and design thoughtful experiences for Humana's member and employee populations.

Design Strategy | Service Design  
January 2021 - Present

**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 - January 2021

**IBM Services // HR** 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

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