

## THOMAS POLLMAN

www.thomaspollman.com  
(portfolio password: "rhodium")  
thomas.pollman@gmail.com  
718.687.7630

## SUMMARY

Product Design leader with a multidisciplinary background and 20 years experience in the trenches. I believe good design is good business. I believe good leaders are transparent. I believe all companies and teams are unique - and that process should be flexible.

Over the course of my career, I've adapted to professional environments ranging from \$400M private construction projects, to small municipal R&D procurements, to emergency management field operations, to ed-tech startups, to corporate financial sector culture.

## EDUCATION

University of Virginia  
**Master of Architecture 2005**

Auburn University  
**Bachelor of Architecture 1999**

## OTHER

### Tools

Figma, Axure, Sketch, Abstract, Adobe Suite, ArcGIS, 3DS Max, AutoCAD, Revit, Jira, Processing

### Certifications

State of New York  
Licensed Architect 2009

### Volunteering

PTA Executive Board  
P.S.198M  
The Isidor & Ida Straus School

## EXPERIENCE

### Moody's Analytics, New York City

*Director, User Experience & Design 2017 - present*  
*Associate Director, User Experience & Design 2015 - 2017*

- Senior leader on a new UX design team that grew from 5 to 18 members, increasing our budget allocation and operational mandate year after year.
- Team responsible for a major overhaul of Moody's flagship platform, CreditView - with 19M annual visits and over \$400M in annual revenue - that drove a durable 25% price increase.
- Promoted to Director after first year to manage a team of 6 interaction designers, while also acting as a sole contributor UX Lead on cross functional teams across time zones in Europe and Asia.
- Led transformation of design delivery pipeline - from static, legacy Illustrator/PDF documentation to cloud-based, interactive prototypes and specifications.
- Outside of core delivery, specialized in special projects around data visualization, from ESG & Climate data in MA's latest CreditView offering, to internal platform use and taxonomy analysis. Showcased at Customer Advisory Boards and MCO Board meetings.
- Evangelized UX across the corporation by routinely giving "What is UX?" orientation presentations to new MA hires at headquarters and in other offices.
- Collaborated intensely with Product Strategy team on MA Product Development Process - consulting on discovery methods, business case development, and functional requirements gathering.

### Amplify, Brooklyn

*Associate Director, User Experience 2015*  
*Associate Creative Director, Labs 2013-2015*  
*Art Director, Data Visualization 2011-2013*

- Responsible for managing concepting, prototyping, and delivering the MVP release for a new reporting product for Amplify's Core K-8 ELA Platform.
- Part of a small R&D group, worked on a range of projects from a full scale Computer Science MOOC (massive open online course) to Google GLASS prototypes for teachers. Established an internal incubator where teams could validate new product ideas via lean customer development practices.
- Hired to develop the data visualization paradigm around a teacher dashboard for a massive education data system funded by the Gates Foundation. Responsibilities expanded to include leading ideation workshops and acting as Scrum Master and UX Design Lead for UX team.

### City of New York Office of Emergency Management, Brooklyn

*GIS (Geographic Information Systems) Analyst*  
*GIS Division, 2007-2011*

- Hired under a post-9/11 DHS UASI (Urban Areas Security Initiative) grant to process and geolocate MTA digital legacy floor plans for all 468 NYCT subway stations, creating a data set for use in an application by FDNY units responding to incidents in stations, where smoke can make wayfinding impossible.
- Part of an OEM Emergency Response team. On call 3 out of every 9 weeks supporting first responders in the field with mapping and data collection, and working in OEM's Emergency Operations Center during activations.
- Concepted, designed, and ran an international design competition for urban post-disaster housing in response to the aftermath of Hurricane Katrina. Launched by Mayor Bloomberg, presented at FEMA national Headquarters in Washington with OEM Commissioner Joe Bruno. Resulted in built prototype currently standing on Cadman Plaza in Brooklyn.