# CARTER TILMAN

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## Experience

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### Capital One

*Manger, Designer*
*Jul 2019 — Present*

*Principal Associate, Designer*
*Jul 2018 — Jul 2019*

*Contractor, Designer*
*Jul 2017 — Jul 2018*

- Design lead for a full scale agent servicing platform that is used by over 27k internal associates 24 hours a day to service 60+ million customers
- Responsible for leading agent servicing initiatives that decommissioned five legacy applications with security risks saving $50+ million in operating costs
- Helped to shape and grow an enterprise vision for one agent servicing application that could be used by the three major lines of business in the company
- Managed a design team that delivered on agent servicing features and supported federated designer relations and contributions
- Helped to craft a vision and framework for a technology platform that teams could use to save over 30% of time when initially creating an internal application
- Helped to stand up an internal design system that allowed developers to be over 50% more efficient when using design components vs. working from scratch
- Grew with a team of four designers that scaled to over 40 within three years

### Franklin Street

*Digital Strategist*
*Jan 2016 — Jun 2017*

*UX/UI Design Lead*
*Jan 2013 — Dec 2015*

*Designer*
*Nov 2011 — Dec 2012*

- Served as the design lead for digital projects and campaigns
- Created a web development process that was packaged and sold as a product
- Designed a scalable and repeatable marketing automation technique for custom digital campaigns to be sold as a product
- Grew and maintained digital partnership relations for the company
- Managed digital client relationships for the company
- Integral part of the creative team, that helped the company achieve its highest two revenue grossing fiscal years

## Education

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**Virginia Commonwealth University**
Bachelor's in Mass Communication // Creative Advertising

**ECPI College of Technology**
Associate's in Computer and Information Science // Web Development