

Carl James Miller

I am an analytical, creative problem solver with a strong background in UX Design, Research, and Data Technologies. I am experienced in enhancing productivity and efficiency by utilizing my design skills to ensure results are achieved.

<https://www.cmiller.info/>
Saint Louis Park, Minnesota 55416

TECHNICAL SKILLS

Axure, Invision, Sketch, Principle, Omnigraffle, Framer, Balsamiq, Adobe XD, Adobe Illustrator, wireframing, low fidelity wireframing prototyping, Responsive design, usability research, product development research, UX Research, user flows, information architecture, Python, C++, Excel, HTML, CSS, Javascript, ENET, AutoHotKey, statistical analysis, R, R Shiny, project management, Angular, Agile, Jira (<https://github.com/Car-Role>)

WORK EXPERIENCE

UX Designer - HealthPartners

February 2021-Present

- Plan and lead hands-on UX strategy, personalization, ideation, and innovation workshops. Align user experience with the overall brand, product, and business strategy.
- Working collaboratively with various stakeholders to define product direction and focus.
- Leverage customer feedback, in-depth site analytics, internal subject matter experts, and research findings to inform user experience decisions.
- Develop strategic concepts based on user personas and archetypes.
- Create prototypes, proof of concept documents, wireframes, site architecture, user flows, use cases, user scenarios, concept briefs, storyboards, HWM statements, UX canvas, personas, and journey maps.

UX Instructor - Springboard

April 2020-Present

- Teach fundamental and advanced practices of UX design and research to students
- Lead client work across 10+ projects at a time
- Create UX deliverables to showcase professional work and real-world expectations

UX Designer - Digineer - (Optum), Plymouth, MN

May 2019-September 2019

- Designed interactive web reports to inform business decisions in configuring the integrated voice-response system. Researched user needs and defined new key indicators of success. Create wireframes, storyboards, and service design blueprints to represent user needs and business direction
- Designed functionality to allow users to search variables and events resulting in less demand on developers to produce ad-hoc reports. Established UX design best practices for the team to use and refer back to in the future and oversaw the development of features to ensure the integration of those techniques.
- Created process to intake business requests and incorporate key decision-makers in the ideation process. With this change, the right people are involved early in the process so that knowledge is shared, wisdom becomes collective, and teams have the backing to proceed with confidence.

UX Research Prototyper - Thomson Reuters, Eagan, MN

March 2018-February 2019

- Design and develop research prototypes for Thomson Reuter's up-and-coming legal product with varying fidelities, from clickable wireframes to Angular-based fully-interactive prototypes.
- Led the "Journey Mapping" process which involves tech leads, product owners, and other UX professionals gathering to determine how new features will fit into a current product, ensuring grounding in user research and user-centered design from ideation to implementation. The output of Journey Mapping were user journeys and user stories that show a complete process a user takes to complete high-value and complex tasks
- Facilitated and conducted usability testing plans from rapidly generated prototypes (RUX Studies). Created and iterated on user personas to shape the perception of users in Panoramic

UX Designer - CH Robinson - Prime Digital Academy

September 2017-January 2018

Problem Space: Company time tracking

- Delivered a high-fidelity prototype based on iterative usability testing and collaboration with back-end developers
- Provided additional recommendations of the back-end to guide an enterprise-wide reconstruction of time collection

LEADERSHIP AND INVOLVEMENT

AskAnAmerican - Founder: Online Community/Forum

June 2012-present

- Conceived and developed an online forum with 950,000 subscribers with around 20 million unique viewers per month
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EDUCATION

Saint Olaf College, Northfield, MN *Bachelor of Arts, Economics*

May 2016

Prime Digital Academy, Minneapolis, MN *Certification in UX Design*

January 2018