

CHELSEA MILLER

Multimodal UX designer specializing in conversational and gestural interactions

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Education

2018

M.S. in Information: Human-Computer Interaction

*University of Michigan
School of Information*

2011

B.A. in Psychology Minor in Film Studies

Bryn Mawr College

Skills

UX Design

Experience Mapping
Persona Creation
Rapid Prototyping
Wireframing
Sample Calls
Call Flows

UX Research

Contextual Inquiry
Competitive Analysis
Heuristic Analysis
Survey Design
Usability Testing
Diary Studies

Programming

Python
HTML & CSS
XAML
JavaScript
C#
Django

Tools

Sketch
Photoshop
Illustrator
InVision
Tableau

Relevant Experience

Graduate Student Instructor

UM School of Information – SI 501

09/2017 - Present

Ann Arbor, MI

- Instruct 40+ master's students in consulting local clients on human-centered product, service, and work flow solutions
- Advise student teams on qualitative research methods and provide feedback on student reports to support students' professional development

Voice UI Design Intern

Nuance Communications

05/2017 - Present

New York, NY / Ann Arbor, MI

- Design IVR applications and present design specifications to Enterprise clients
- Write and iterate on sample calls to demonstrate system persona and style
- Create skeletal call flows to identify and retrieve front and back-end data from client API teams, then deliver detailed call flows that demonstrate full system functionality
- Support usability task planning and prepare usability reports for UI team

UX Designer

UM School of Music, Theater, and Dance – Maestro Project

01/2017 - Present

Ann Arbor, MI

- Iterate, test, and implement Maestro UI for improved pedagogical value
- Lead semi-structured interviews to investigate conducting students' study habits
- Moderate usability tests with music students to evaluate intuitiveness of potential gestural interactions with graphical UI

Coleman-Munger Fellow

UM Munger Graduate Residences

07/2016 – 05/2017

Ann Arbor, MI

- Created prototype for a mobile application to facilitate idea and event promotion within the Munger residential community
- Interviewed residents, created wireframes, and tested lo-fi and hi-fi prototypes
- Led transdisciplinary program development for 600+ graduate students

Lecturer of English

Chulalongkorn University - Faculty of Arts

10/2013 - 8/2015

Bangkok, Thailand

- Instructed undergraduate upper-intermediate and advanced English skills courses in academic writing, business correspondence, and critical analysis
- Managed four instructors of Academic Report Writing and led weekly meetings to ensure consistent lesson planning and assessment

Associate Studio Manager

Condé Nast Digital Studio

10/2012 - 10/2013

New York, NY

- Coordinated image production with editors of 15+ publications
- Delivered and explained shoot instructions, assisted with lighting and styling on set, and processed deliverables