# CMUX

# CHELSEA MILLER
millerchelsea.com | milchels@umich.edu | 908.268.5570

## EXPERIENCE

### Graduate Student Instructor (SI 501, SI 622)
University of Michigan School of Information
Ann Arbor, MI // Sep 2017 - Present

Teach master's students qualitative UX research skills, including contextual inquiry, usability testing, heuristic evaluation, and survey design. Guide students through client-based projects and provide detailed feedback on research deliverables, including interview protocols, affinity walls, videos, and reports.

### Voice UI Design Intern
Nuance Communications
New York, NY // May 2017 - Present

Design IVR applications and present design specifications to enterprise clients. Write and iterate on sample calls to demonstrate application's persona and style. Create call flows to identify front and back-end data with client API teams and demonstrate the system's functionality and intended user journeys. Support usability research by writing tasks, taking notes during participant sessions, and prepare usability reports for UI team.

### UX Engineer
University of Michigan School of Music, Theater, and Dance
Ann Arbor, MI // Jan - Dec 2017

Prototyped, implemented, and tested features for the Kinect-based Maestro Conducting System user interface to improve system's pedagogical value in conducting courses. Led semi-structured interviews, moderated usability tests, wrote surveys, and analyzed qualitative and quantitative results during both the discovery and validation stages of product development. Presented and defended research and design in quarterly U-M faculty panels.

### Lecturer of English
Chulalongkorn University
Bangkok, Thailand // Oct 2013 - Aug 2015

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

## EDUCATION

### Master of Science in Information, Human-computer interaction
University of Michigan School of Information
Ann Arbor, MI // Sep 2016 - April 2018

### Bachelor of Arts in Psychology, Minor in Film Studies
Bryn Mawr College
Bryn Mawr, PA // Aug 2007 - May 2011

## PROJECTS

### Musi | UX Designer
Ann Arbor, MI // Sep 2017 - Present

Collaborated with a team of 4 designers to design a foot-operated controller for classical musicians to record and share their practice sessions with instructors and ensemble peers. Project was selected as one of 12 finalists in the CHI Student Design Competition 2018.

### DirecTV Now | UX Researcher
Ann Arbor, MI // Jan - Apr 2017

Conducted usability tests, heuristic evaluation, survey design and analysis, and competitive evaluation in a team of 5 to understand the needs of cord-cutters and cord-shavers transitioning to DirecTV Now's desktop platform.

## SKILLS

### DESIGN
VUI Design
Gestural Design
Sketching
Scenarios
Personas
Wire-framing
Rapid Prototyping
User Enactments

### PROGRAMMING
Python
HTML & CSS
JavaScript

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

### TOOLS
Sketch
Photoshop
Illustrator
InVision
Tableau