

CHELSEA MILLER

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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

Conversational Design
Gestural Design
Sketching
Personas
Rapid Prototyping
Wireframing

UX Research

Contextual Inquiry
Competitive Analysis
Diary Studies
Heuristic Analysis
Interviewing
Survey Design/Analysis
User Enactments
Usability Testing

Programming

Python
HTML & CSS
JavaScript
D3

Tools

Sketch
Photoshop
Illustrator
InVision
Tableau
Final Cut Pro

EXPERIENCE

Graduate Student Instructor

09/2017 - Present

UM School of Information: SI 501, SI 622

Ann Arbor, MI

- 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 deliverables such as interview protocols, affinity walls, videos, and reports

Voice UI Design Intern

05/2017 - Present

Nuance Communications

New York, NY / Ann Arbor, MI

- 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 Designer

01/2017 – 12/2017

UM School of Music, Theater, and Dance

Ann Arbor, MI

- Prototyped, implemented, and tested features for the 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, at the Campus of the Future Symposium, and at the College of Engineering Design Expo

Lecturer of English

10/2013 - 8/2015

Chulalongkorn University - Faculty of Arts

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 course and led weekly meetings to ensure consistent lesson planning and assessment

HONORS & AWARDS

CHI Student Design Competition Finalist: *Musi*

2018

U-M Socially Engaged Design Competition Runner-Up: *Musi*

2017

Munger Case Competition Runner-Up: *Cyclika*

2016

UMSI Merit Scholar

2016-2018