

CHELSEA MILLER

UX Designer with experience in conversational, gestural, and pervasive interfaces

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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

Sketching
Personas
Rapid Prototyping
Wireframing
VUI Sample Calls
VUI Call Flows

UX Research

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

Programming

Python
HTML & CSS
XAML
JavaScript
D3

Software

Sketch
Photoshop
Illustrator
InVision
Tableau
SPSS

EXPERIENCE

Graduate Student Instructor

UM School of Information: SI 501

09/2017 - Present

Ann Arbor, MI

- Instruct 40+ master's students on the contextual inquiry and consulting process to develop human-centered product, service, and work flow solutions for local clients
- Mentor students and provide feedback on reports, interview protocols, affinity walls, and presentations

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

01/2017 - Present

Ann Arbor, MI

- Prototype, test, and implement updates in C# and XAML to Maestro Conducting System UI to improve system's pedagogical value in SMTD courses
- Lead semi-structured interviews to investigate conducting students' study habits
- Moderate usability tests, write surveys, and analyze qualitative and quantitative results to validate stakeholder requirements
- Present research plans, design decisions, and evaluations quarterly to faculty panels

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