CHELSEA MILLER

ux research & design

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millerchelsea.com

Education

University of Michigan   2018
School of Information
Master of Science in Information,
Human-Computer Interaction

Bryn Mawr College   2011
Bachelor of Arts in Psychology,
Minor in Film Studies

University of Hong Kong   2009
Visiting Student

Awards

UMSI Merit Scholarship
Munger Case Competition, 2nd place

Skills

Development
Python
HTML
CSS
JavaScript
WordPress
C#
XAML
Git

Software
Sketch
Photoshop
Illustrator
InVision
Final Cut Pro

Design & Evaluation
Personas & Scenarios
Experience Mapping
Contextual Inquiry
Affinity Diagramming
Competitive Analysis
Heuristic Analysis
Survey Design
Wireframing
Prototyping

Projects

UX Researcher   01/2017 - present
School of Music, Theater, and Dance, University of Michigan

- Lead usability testing of the Maestro 2.0 virtual conducting system and collaborate with team of programmers to rapidly iterate upon system using agile development methods.
- Implement upgrades to the user interface using C#, XAML to best support the pedagogical needs of students in Dr. Andrea Brown's conducting courses.

UX Consultant   09/2016 - 12/2016
Information and Technology Services, University of Michigan

- Conducted 8 contextual interviews with stakeholders across campus; interpreted findings using affinity mapping and identified opportunities to improve the data request process between units and build a stronger data community as a part of the university's $100 million Data Science Initiative.
- Presented system and design recommendations to a team of 30+ product managers, developers, and information architects.

Web Developer   09/2016 - 11/2016
Summit IDG

- Overhauled organization's website using WordPress as well as custom HTML and CSS to increase web presence and comply with Web Content Accessibility Guidelines (WCAG) as a part of the Knowbility OpenAIR web accessibility challenge.

Experience

Coleman-Munger Fellow   07/2016 - present
Munger Graduate Residences, University of Michigan   Ann Arbor, MI

- Developed digital prototype of a mobile application to facilitate idea sharing and event promotion within the graduate community. Interviewed residents, performed competitive analysis, created wireframes, and performed usability tests on early paper prototypes; usability testing and development of a beta version is ongoing.
- Lead transdisciplinary program development; advise residents and head the Munger Food Committee, in partnership with the Executive Chefs at Michigan Dining, in organizing the Ask Your Chefs series of discussions on food systems and sustainability at the university.

Lecturer of English   10/2013 - 08/2015
Faculty of Arts, Chulalongkorn University   Bangkok, Thailand

- Instructed English courses in both Thai and international undergraduate Programs: 4 courses/semester, 10-25 students/course.
- Managed four instructors across sections of the Academic Report Writing course in the Bachelor of Arts in Language and Culture (BALAC) program.

Associate Studio Manager   09/2012 - 09/2013
Condé Nast Digital Studio   New York, NY

- Coordinated image production between photographers shooting in 7 studios and the editors of 15+ publications; delivered shoot instructions, assisted with lighting and styling on set, and processed deliverables.