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.