**Chad Mills**

(UX) User Experience Leader, Designer, Strategist & Researcher

**Dynamic UX Professional** certified in Design from an accredited institution. Innovative and creative professional bringing **10 years of relevant UX experience** developing wireframes, sitemaps, schematics and working prototypes (including producing HTML/CSS source code). “Hands On” experience as an individual contributor and Design (Operations and Engineering) Manager + Director. Recognized for actively interacting with clients to best accommodate customer needs and meet identified objectives.

| |  | **Contact** | | --- | --- |   **Address**  Houston, TX, 77082  **Phone**  832-454-6901  **E-mail**  chadmills713@gmail.com  **WWW**  <https://www.chadmills713.com>   |  | **Skills** | | --- | --- |  | UX Strategy |  | | --- | --- |  | UX Research |  | | --- | --- |  | HTML CSS |  | | --- | --- |  | Axure RP |  | | --- | --- | | Adobe XD |  |  | Photoshop |  | | --- | --- |  | JavaScript |  | | --- | --- |  | .NET |  | | --- | --- | | Angular |  |  | ZOOM |  | | --- | --- |  | MS Oﬃce |  | | --- | --- |  | SQL Server |  | | --- | --- |  | Proven Leadership |  | | --- | --- |  | Team Focused |  | | --- | --- |  | Articulate |  | | --- | --- |  | Determination |  | | --- | --- |  | NET |  | | --- | --- |  | ASP.NET |  | | --- | --- |  | Adobe Creative Suite |  | | --- | --- |  | Photoshop |  | | --- | --- |  | Agile |  | | --- | --- |  | Application design |  | | --- | --- |  | Application development |  | | --- | --- |  | Articulate |  | | --- | --- |  | Classic ASP |  | | --- | --- |  | COM+ (VB6) |  | | --- | --- |  | Competitive analysis |  | | --- | --- |  | CSS |  | | --- | --- |  | E-commerce |  | | --- | --- |  | UX Design |  | | --- | --- |  | HTML5 |  | | --- | --- | | WGA/508 |  |  | IIS |  | | --- | --- |  | Interactive Design |  | | --- | --- |  | Leadership |  | | --- | --- |  | Digital Marketing |  | | --- | --- |  | Software development |  | | --- | --- |  | Microsoft SQL Server |  | | --- | --- |  | User Interface design |  | | --- | --- |  | VB Script |  | | --- | --- |  | InVision |  | | --- | --- |  | Web Design |  | | --- | --- |  | Website Management |  | | --- | --- |  | Web Content Marketing |  | | --- | --- |  | Web application development |  | | --- | --- |  | Agile Workflow |  | | --- | --- |  | Website optimization |  | | --- | --- |  | Technical Analysis |  | | --- | --- |  | UX Performance Analysis |  | | --- | --- |  | UX Documentation |  | | --- | --- | |  | |  | **Work History** | | --- | --- |  | **2023-03-**  **Present** |  | **UX Consultant & Manager (Contract)**  *Direct Connectix LLC, Houston, Texas*   * Led UX consultancy for key client engagements, effectively converting business goals into user-centric design strategies, ensuring alignment with product objectives. * Directed and coordinated cross-functional teams, both onsite and offshore, ensuring optimal productivity, timely delivery, and adherence to project specifications. * Excelled in team leadership and stakeholder management, delivering high-impact solutions and fostering robust communication across diverse, global teams.prototypes for review and approvals | | --- | --- | --- | | **2022-01 - 2023-03** |  | **UX Lead**  *Eventllect LLC, Houston, Texas*   * Orchestrated and directed UX-driven B2B initiatives, overseeing project deliverables across multifunctional teams, ensuring alignment with client objectives. * Spearheaded client-centered workshops and design sessions, efficiently distilling feedback to develop both lo and hi-fidelity prototypes that meet business needs. * Championed and guided UX, UI, content, and creative strategies, ensuring comprehensive delivery of user research, audits, sitemaps, flow diagrams, and interactive prototypes, facilitating timely reviews and approvals. | | **2021-12 -**  **2021-01** |  | **User Experience Designer & Strategist**  *Guidant Financial, Boise, Idaho*   * Championed the integration of cutting-edge UX tools and methodologies, advancing Guidant Financial's digital presence and ensuring alignment with evolving industry standards.B2B/Fintech platforms. * Drove innovative UX design endeavors for Guidant Financial, transforming complex financial paradigms into user-friendly experiences that enhanced customer retention. * Fostered interdisciplinary collaboration, seamlessly merging business imperatives with user aspirations, leading to superior product offerings and strengthened brand loyalty. | | **2018-10 -**  **2020 -11** |  | **Senior UX Designer**  *Thumbjamz Entertainment LLC, Houston, Texas*   * Design and develop "responsive" SaaS platform (using Atomic Design principles) within 6 months * Produce functional wireframes and prototypes (i.e. Adobe XD, Invision, etc.) for investors & partners during ongoing fundraising efforts. * Conduct extensive market/user research & analysis using proven UX methodologies (i.e User Interviews, Competitive analysis & Empathy mapping). * Design UI elements and tools such as navigation menus, search boxes, tabs and widgets for digital assets. * Complete user research to identify opportunities for improving web presence. * Test UI elements such as banners, page layouts, page designs and target links for landing pages. * Run user testing of applications, software and websites. |  | **2002-06 - 2018-09** |  | **Director of UX, Digital Marketing & Social Media**  *Direct Connectix LLC, Houston, Texas*   * Successfully founded and managed local digital marketing /UX services ﬁrm. * Deployed enterprise grade Web & Mobile applications based on HTML5/CSS, JavaScript, Classic ASP & ASP.NET running on Microsoft SQL Server/IIS backend platform. * Managed multiple resources (offshore i.e. * Designers, Developers & Project Managers) for large clients in a fast paced environment. * Consistently managed multiple client digital marketing efforts - Including SEO/ Social Media strategy/management, UX Design, website support/operations & rich content creation. * Delivered professional software solutions consistently, on-time and under budget within a highly competitive local market. * Focused teams on developing innovative and cutting-edge approaches at all levels with effective resource allocation and strategic planning. | | --- | --- | --- |  | **2008-01 - 2009-12** |  | **Senior UX Designer & Software Engineer**  *Westwood One, Houston, Texas*   * Development operations & support (HTML/CSS, ASP, SQL, COM and .NET) for proprietary "Broadcast Management System" (BMS). * User Interface design & construction of 5 internal web based applications. * Spearheaded daily sessions with Business Analysts, Software Architects and Database Administrators to implement enterprise software solutions based on ﬁnite UX Research. * Conducted extensive user research and delivered low & high ﬁdelity prototypes (includingHTML/CSS/JavaScript source code) to developers on staﬀ. * Developed technical and business requirements to deliver intuitive and user-centered solutions. | | --- | --- | --- |  | **1999-06 - 2002-12** |  | **Senior Director of UX & Technology**  *Ashford.com, Houston, Texas*   * Created 3-tier software development environment to accommodate website redesign while still remaining open (online) for business; Established company-wide process to support weekly product/catalog launches. * Completed total redesign with zero downtime and or disruption in online store sales & availability. * Launched proprietary extranet system with custom e-commerce features; Developed an industry leading & revolutionary solution in the Corporate Gifting industry. * Won bid for Hilton of America's "Honors" 2002 Holiday Program, generating $5 million in sales. * Successfully completed two major "comprehensive" website redesigns (UX & infrastructure);Managed and integrated acquired digital properties & seamlessly merge functionality into existing platform. * Personally coded 50% of original "frontend" system architecture using HTML,CSS, JavaScript, and Classic ASP. * Recruited, Hired and managed 50+ IT professionals (both individual contributors and management) in a fast paced environment. * Aligned department vision, goals and objectives with company strategy to achieve consistently high results. | | --- | --- | --- |  | **1999-03 - 1999-06** |  | **Manager, Interactive Design, Systems & Support**  *Internet America Inc. (PDQ.NET), Houston, Texas*   * Managed design, development & production for major ISP's "customer facing" web content(including digital video). * Executed application design/support of web-based internal & external customer systems. * Deﬁned & executed “corporate” business strategy for online customer engagement. * Designed and developed a second generation corporate website. * Implemented robust web-based reporting tools supporting the entire portfolio of digital properties. * Increased non-subscriber based revenue by 150% in the ﬁrst 2 months of employment. | | --- | --- | --- |  | **1994-09 - 1997-12** |  | **Manager, Web Design & Customer Experience**  *Compaq - North America, Houston, Texas*   * Managed HTML/CSS/Classic ASP Application development team of (6). * Designed hardware/software infrastructure to support high-traﬃc e-commerce website. * Assisted in definition and "core" strategy of customer interaction/experience. * Coordinated project engagement with leading Interactive design ﬁrms. * Tested and reviewed various e-commerce products from major software vendors. * Drafted comprehensive technical documentation on UX research efforts (for management). * Adjusted job assignments and schedules to keep pace with dynamic business needs, factoring in processes, employee knowledge and customer demands. | | --- | --- | --- |  |  | **Certifications** | | --- | --- |  |  |  | UX/UX Bootcamp - Rice University (Completion Dec 2020) (06/2020 - Present)  UX Design - Google (currently pursuing) | | --- | --- | --- |  |  |  | Entrepreneur Essentials - Harvard Business School (2020) | | --- | --- | --- |  |  |  | Becoming an Entrepreneur - MIT (2020) | | --- | --- | --- |  |  |  | JavaScript Development - General Assembly (2020) | | --- | --- | --- |  |  | **Education** | | --- | --- |  | **1992-05 - 1994-12** |  | *Art Institute of Houston - Houston, TX*   * Coursework in Visual Communication and Graphic Design | | --- | --- | --- |  |  | **Additional Information** | | --- | --- |  * **Online Portfolio** – <https://www.chadmills713.com> |
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