

Dedicated UX/UI designer with over 15 years of experience in enterprise software. Most recently, led a small team of UX designers within the Banking LOB in support of a group of over 30 developers, providing designs and consultation to meet aggressive Agile sprint deadlines over a two-year development cycle.

### EXPERIENCE HIGHLIGHTS

#### UX/UI Design

- Researched user behaviour, needs, and goals through surveys, interviews, contextual inquiry, and usability testing. The results of research were analyzed and written up as reports and presented to the team. The gathered information also led to other artifacts such as personas and customer journeys, and informed future design.
- Designed user interfaces using whiteboard sketches, wireframes, and interactive browser-based prototypes. These were documented within screen flow diagrams, UI walkthroughs, and UI specifications.
- Facilitated design reviews and led walkthroughs of prototypes for internal and external stakeholders and customers. These sessions included team members, customers, and management.
- Conducted usability inspections and tests on prototype designs to ensure they met user needs. Feedback from these sessions was incorporated into the design for subsequent testing.
- Worked closely with developers during implementation to resolve technical and design issues. I attended daily standups and participated in developer demos to identify and resolve issues as quickly as possible.
- Provided field engineers with CSS changes to address customer requests.
- Projects included:
  - a desktop/mobile web application for branch tellers to conduct customer transactions
  - a desktop web application for configuring, administering and performing cheque-based scanning
  - mobile and home computer applications for submitting cheque deposits electronically
  - an end-to-end Windows-based solution for capturing, correcting, and submitting cheque data
  - a collection of web applications for submitting, monitoring, reviewing, and

#### Project Management

- Contributed to and wrote JIRA stories and epics to define requirements around user interaction. Stories included links to mockups and other design artifacts to assist developers with implementation.
- Shepherded stories through the Agile process to ensure products met design requirements.

### CONTACT

#### Phone number

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#### Email

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#### LinkedIn

[linkedin.com/in/csmiller34](https://www.linkedin.com/in/csmiller34)

#### Portfolio

[csmiller.ca](http://csmiller.ca)

### SKILLS

Team leadership  
UX architecture  
UI design and development  
Usability testing  
WCAG compliance  
Documentation

### UX TOOLS

Figma  
Sketch  
Axure  
Visio  
Morae  
PowerPoint  
Photoshop  
GIMP  
Inkscape

### BUSINESS TOOLS

JIRA  
Confluence  
Slack  
Teams

### CODING

HTML  
CSS/Sass  
JavaScript/JQuery  
Bootstrap / Material UI  
Python  
AngularJS  
Visual Studio (VB)  
VS Code  
SVN/Git

### Miscellaneous Projects

- Updated the CSS for a legacy suite of application as a cost-savings alternative to re-development.
- Led and conducted accessibility reviews of a web application to ensure that it followed WCAG 2.1 guidelines and complied with ADA and Section 508 standards.
- Designed and coded the presentation layer for retail web sites using a responsive design approach to support a wide range of client devices.
- Developed Python-based GUI tools to test the operator interface for a variety of cheque processing scanners.

### WORK HISTORY

- User Experience Designer/Sr. Technical Writer, NCR Waterloo
- Contract, TextWORKS, Kitchener

### EDUCATION

- University of Waterloo, B.A., Honours Co-op English, Rhetoric and Professional Writing

### AWARDS

- Patent application associated with IDR #191167, "Making Passport Deposit Review Easier"
- NCR Local R&D Award for "Prototyping Management Console with Flex"
- NCR Local R&D Award for "Out-of-Sync Repair User Interface"
- NCR FSG Outstanding Technical Achievement Award for Usability, "WiselP Operator performance support tool"