Craig Miller

UX/UI Designer

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 period.

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 information we gathered 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

LinkedIn
linkedin.com/in/csmiller34

Portfolio
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, "WiseIP Operator performance support tool"