



# GARRETT C. MILLAR

## UX/HCI RESEARCHER

### CONTACT

- RALEIGH, NC
- GCMILLAR.GITHUB.IO
- GMILLAR@ZUORA.COM
- (336) 202-5732

### SKILLS

- UX RESEARCH & DESIGN
- HCI RESEARCH METHODS
- JAVASCRIPT
- PYTHON
- GIS
- STATISTICS
- FRONT-END DEVELOPMENT
- DATA VISUALIZATION
- ADOBE CREATIVE SUITE

### COURSES

- HUMAN FACTORS METHODS
- STATISTICS I, II, III
- ERGONOMIC PERFORMANCE ASSESSMENT
- COGNITIVE PROCESSES
- PHYSIOLOGICAL PSYCHOLOGY
- COGNITIVE SCIENCE

### PROFILE



A collaborator and researcher with a passion for innovation across a wide variety of platforms. With an inquisitive and empathetic nature, and a background in psychology, computer science, and graphic design, I seek to understand and communicate the human needs, behaviors, motivations, and the physical and cognitive factors that impact the design and function of things. With 8 years in UX / HCI research and design, human computer interaction, computer science, and design strategy, I bring a strong strategic mindset that connects science and art with a core value of user-centered design.

### EDUCATION



#### 2018 — 2021 | DOCTORATE OF PHILOSOPHY

Geospatial Analytics  
North Carolina State University, Raleigh, NC

#### 2016 — 2018 | DOCTORATE OF PHILOSOPHY \*

Psychology — Human Factors & Applied Cognition  
North Carolina State University, Raleigh, NC

#### 2012 — 2016 | BACHELOR OF ARTS

Psychology  
North Carolina State University, Raleigh, NC

### WORK EXPERIENCE



#### 2022 — PRESENT | SENIOR USER EXPERIENCE RESEARCHER

ZUORA — REMOTE

- Define and execute on end-to-end research strategy across multiple platforms
- based on customer needs, a strong understanding of business goals, and technical considerations.
- Inspire and coach cross-functional teams to think strategically on how research can drive delightful product experiences that improve usability and business outcomes.

#### 2021 — 2022 | USER EXPERIENCE RESEARCHER

LENOVO — MORRISVILLE, NORTH CAROLINA, UNITED STATES

- Lead and conduct UX research across a wide range of website UIs, customer types, and product information.
- Perform competitive analysis, benchmarking, contextual inquiry and other advanced types of usability tests.

#### 2016 — 2021 | GRADUATE RESEARCH & TEACHING ASSISTANT

CENTER FOR GEOSPATIAL ANALYTICS — NC STATE UNIVERSITY

- Develop, plan, and manage participatory workshops to understand and resolve user needs encountered during the use of web-mapping platforms.
- Design and develop visual tools and features for new GUI and startup-screen to enable intuitive software use for all user levels.

### SELECTED PUBLICATIONS



- Millar, G. C., Mitas, O., Boode, W., Hoeke, L., de Kruijf, J., Petrasova, A., & Mitasova, H. (2021). Space-time analytics of human physiology for urban planning. *Computers, Environment and Urban Systems*, 85, 101554.
- Millar, G. C., Tabrizian P., Petrasova A., Petras V., Harmon B., Mitasova H., Meetenmeyer R. K. (2018). Tangible landscape: A hands-on method for teaching terrain analysis. In *Proceedings of the 2018 chi conference on human factors in computing systems* (pp. 380:1–380:12). New York, NY, USA: ACM. **[Winner of the Honorable Mention for Best Paper Award]**.
- Pryor, M., Millar, G. C., McNamara, A., Kaufman, L., & McLaughlin, A. C. (2017, September). Creating content guidelines for consistent display of information on an ecommerce website. *Proceedings of the Human Factors and Ergonomics Society Annual Meeting* (Vol. 61, No. 1). Sage CA: Los Angeles, CA: SAGE Publications.

\* Transferred from Human Factors and Applied Cognition to Geospatial Analytics in February 2018.