

# Miles Merwin

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## Work Experience

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### UX Designer

*Angelic Software*

July 2017 – October 2017 | Sunnyvale, CA

- Design and conduct target user research via Surveys and 1:1 interviews
- Communicate with Project Leads to discuss and develop user-oriented features
- Rapidly build wireframes and prototypes with Sketch, Adobe XD, and Invision
- Test prototypes on targeted audience
- Conduct competitive and heuristic analysis of similar products

### Social Media Manager

*B.B. Wong Real Estate*

February 2017 – May 2017 | Santa Cruz, CA

- Monitor and update multiple social media accounts on a daily basis, leading to 10% increased engagement
- Collaborate with client to develop a plan of content to drive engagement
- Research latest trends in real estate and relay findings through social platforms (Twitter, Facebook, Instagram)

### Case Manager

*The Learning Web*

July 2014 – July 2016 | Ithaca, NY

- Meet with 12 adolescent clients on a weekly basis to create goals for budgeting, education, and network building
- Report to manager with weekly reports regarding progress of clients
- Monitor 3 apartments for rule adherence on a weekly basis
- Administrate local computer lab of 6 computers
- Write weekly summaries of 12 clients and submit to organization database

### Psychiatric Technician

*Cayuga Medical Center*

August 2011 – December 2014 | Ithaca, NY

- Monitor and maintain a therapeutic milieu (public space) environment with up to 19 patients
- Build comfortable, therapeutic relationships with clients by asking probing questions to understand clients' needs and wants
- Report on 4 rotating clients and collaboratively develop plans of action to reach personal treatment goals

## Proficiencies

### UX Skills

Information Architecture  
Wireframes  
Prototypes  
Content Strategy  
User Testing (A/B, surveys)  
User Interviews  
User Flows  
Personas

### Graphics and Prototyping

Adobe Creative Suite  
Sketch  
InVision  
Craft

### Web Development

HTML & CSS  
JavaScript  
jQuery  
Bootstrap  
Angular  
Ruby on Rails  
React

## Education

### *Bachelor of Arts, Psychology*

Binghamton University, SUNY  
Vestal, NY

### *UX Design Certification*

Springboard.com

### *UX Design Path*

Lynda.com

## Interests

Drone building  
Track days  
Martial arts  
Easter eggs  
Trivia, Airsoft  
Avoiding HFCS