Miles Merwin

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UX Designer
Angelic Software
July 2017 – Current | Sunnyvale, CA

- Design and conduct user research, e.g. Surveys, interviews, card sorts
- Design and adjust product features based on collected data
- Collaborate with Project Manager to discuss product features
- Rapidly iterate wireframes and prototypes with Sketch and Adobe CS
- Conduct competitive and heuristic analysis of rival products
- Present visual deliverables and product concepts to stakeholders
- Research and adhere to best practices and iOS design guidelines

Social Media Manager
B.B. Wong Real Estate
November 2016 – May 2017 | Santa Cruz, CA

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

Case Manager
The Learning Web – Youth Outreach
July 2014 – July 2015 | Ithaca, NY

- Collaborate with and problem solve with 12 adolescent clients on a weekly basis to design goals around budgeting, education, and network building
- Design and distribute outreach materials to local nonprofits
- Interview clients to discover client sticking points and goal progress
- Report to manager with weekly reports regarding progress of clients
- Compose summaries regarding clients' progress and submit to database

Psychiatric Technician
Cayuga Medical Center
August 2011 – December 2014 | Ithaca, NY

- Curate and develop curriculum of therapy materials, e.g. workbooks, printouts
- Interview clients to discover stressors and sticking points to address with goals
- Collaboratively develop achievable personal treatment goals with clients
- Monitor and maintain a therapeutic milieu environment with up to 19 clients
- Build comfortable, therapeutic relationships with clients by trying to understand needs and asking thoughtful questions to understand clients' situations

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
iMovie
Final Cut Pro

Web Development
HTML & CSS
Javascript
JQuery
Bootstrap
AngularJS
Ruby on Rails
React

Education

Bachelor of Arts, Psychology
Binghamton University, SUNY
Vestal, NY

UX Design Certification
Springboard.com

UX Design Path Certification
Lynda.com

Interests

Drone building
Track days
Martial arts
Easter eggs
Trivia, Airsoft
Tenor Saxophone