

TAYLOR MACMILLAN

EXPERIENCE

Microsoft

Program Manager | Aug 2019 - Present

- Promoting migration to modern Office products by operating cross functionally to define required telemetry, technical feasibility, and allocate resources to report real-time Office and Windows usage across more than 100M devices
- Fostering customer trust in Office releases by driving, from conception to delivery, the roll-out of features to increase transparency into reported issues
- Endorsing timely, SLA-driven resolutions to customer escalations through the design of tools to increase internal accountability and bug triage efficiency
- Independently leading design review sessions by articulating specification requirements, customer expectations, and prioritized projected impacts
- Championed philanthropic vision by organizing a team-wide volunteer event supporting affordable housing projects with Habitat for Humanity

Intersect

Product Manager | Feb 2019 - Apr 2019

- Guided the launch of an Event Exploration feature from ideation through iterations and release, distilling user feedback into prioritized, actionable items
- Spearheaded an initiative to increase customer base, proposing new features based on analyzed workflows, user interviews, and evaluation of tradeoffs
- Investigated cost reductions by monitoring A/B tests on a new cloud platform
- Analyzed competitor products to identify market gaps and update roadmaps

UI/UX Developer | Jan 2019 - Mar 2019

- Designed and drove delivery of a new dashboard feature, reducing customer report creation time by up to 85%
- Increased user satisfaction by creating wireframes and prototypes to address key pain points discovered in user interviews
- Refined digital experiences using Material Design and Human Interface Guidelines

Centre for Addiction and Mental Health


Software Engineering Intern | May 2018 - Aug 2018

- Spearheaded a project to revolutionize the analysis of neuroimaging data, implementing a graph database to model more than 33,000 data points
- Acted as a liaison to the Blue Brain Project to coordinate collaboration worldwide, and pitched results to industry leaders at the 2018 INCF Congress
- Conducted user research on laboratory workflows to reveal inefficiencies, and proposed improvement recommendations to the senior executive team


PROJECTS

PadLift | Designed the UI/UX for an application to visualize and plan home renovations, emphasizing efficiency and ease of use

ScheduPill | Researched and prototyped an innovative system to perform timely medication dispensing for older adults with memory loss

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SKILLS

Product & Feature Definition
Specification Development
Competitive Analysis
Agile Release Cycles
Iterative & User-Centered Design
Persona Development
Rapid Prototyping

Leading Cross-Functional Teams
Impactful Communicator
Data-Driven Decision Making
Fast-Paced Adaptability

TOOLS

Sketch, Figma
JIRA, Azure DevOps
HTML, CSS
Javascript, React
Python, C++
Digital Circuits, Microcontrollers
Solidworks, AutoCAD

PUBLICATION

XNAT Data model extensio...
INCF 2018 - F1000 Research

EDUCATION

Systems Design Engineering
University of Waterloo
Academic Class Representative
Class of 2021

PASSIONS

UW Engineers Without Borders
Engineering Orientation Leader
Engineering Society Volunteer
UW Triathlon Club
Outdoor Enthusiast