

EHREN MILLER

USER EXPERIENCE DESIGNER

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Motivated by passion, driven by great design.

I'm motivated and passionate about creating innovative, joyful experiences, based on insightful user research. My experience at top companies in a variety of industries has given me a unique view of the various needs of both businesses and users, and I strive to represent both in my projects. I'm an enthusiastic learner and push myself to go above and beyond expectations for clients and coworkers alike. I love UX.

> WORK EXPERIENCE

- Rocketrip** *SENIOR PRODUCT DESIGNER*
May 2016 - Present
Leading all design and user research effort for this behavioral economics travel platform. Creating design culture and mentoring junior staff. Working with directly with Senior Executive team to set Digital Strategy and design goals. Creating scalable brand and design language across platforms and experiences.
- Various** *SENIOR USER EXPERIENCE CONSULTANT*
May 2014 - May 2016
Led all stages of UX projects from research to design to documentation. Organized and taught UX methodology, processes and practices. Worked with industry-leading clients in a multitude of industries. Created and implemented digital strategy for complex, multi-million dollar projects.
- New York Life Insurance** *LEAD USER EXPERIENCE DESIGNER*
Jan 2011 - May 2014
Organized and implemented User Experience methodology at this Fortune 100 company. Led UX design and research to improve sites, software and mobile apps. Spearheaded Agile within the organization to increase speed to market for projects. Worked on the Strategic Portfolio Team, overseeing and improving projects company-wide.
- Classic Medallics** *MARKETING & SITE MANAGER*
Dec 2009 - Jan 2011
Managed multiple B2B and B2C sites, including content, design and marketing efforts. Performed user testing to inform site redesign and enhance Information Architecture. Oversaw marketing campaigns, designed copy and creative assets, managed budget. Monitored analytics for user engagement, campaign performance and SEO optimization.
- Ask Jeeves** *SITE SPECIALIST*
Sep 2004 - Jul 2008
Supervised redesign of help pages, resulting in 40% workload reduction for support. Composed content for support team and help pages for best user experience. Tracked and prioritized bugs and new feature requests. Collaborated on support best practices to improve customer experience.

> PROFESSIONAL SKILLS

- Digital Strategy
- UX Research
- Wireframing
- Prototyping
- Visual Design
- Project Mgmt
- Interaction Design
- UX Leadership

> PROFESSIONAL TOOLS

- Sketch
- Adobe CC
- Axure
- Omnigraffle
- Framer.js
- Principle
- Invision
- Origami Studio
- HTML/CSS/JS

> EDUCATION & CERTIFICATIONS

- Masters of Science** *INTERNET BUSINESS SYSTEMS*
2009 - 2011
Mercy College
- Bachelors of the Arts** *ENGLISH & LITERATURE*
1998 - 2002
State University of New York at Fredonia
- CERTIFICATE** *SCRUM MASTER*
2015
Scrum Alliance
- Mini Masters** *USER EXPERIENCE DESIGN*
2013
Rutgers University