

Ehren Miller

Seattle, WA | 845-269-9374 | ehren.miller1gmail.com | uxwarlock.com

Director of Global Product Design with a Master's degree and enterprise experience shaping design culture and product roadmaps for brands including Cigna, Dayforce, and New York Life, among others. A natural facilitator and creative team leader, transforming processes and strategic ideation to deliver dynamic visual content design, UX research, data science integrations, and product launches.

EXPERIENCE

DAYFORCE - Minneapolis, MN (Remote)

06/2021 - PRESENT

Director of Product Design, Global (08/2023 - Present)

Director of Product Design (06/2021 - 08/2023)

- Recruited by senior consulting partner, Peter Merholz, given U.S. and Canada 12-person team to reshape the design culture and development roadmap for the cloud-based Human Capital Management platform.
- Elevated in Y2 to take over global Design workstreams, recruiting and launching teams in Australia, Mauritius, and Philippines to scale the org to 90+ worldwide with 26 directs and currently reporting to VP of Design.
- Directs design strategy and product development, overseeing roadmaps for APAC, EMEA, and AMER with Product, Engineering, UX, Research, Data Science, and Product Marketing stakeholders; establishes 5- and 10-year plans.
- Partners closely with Sales and Customer Success to address critical prioritization that delivers annual global government and enterprise contracts/renewals, including Danone, UPS, Lululemon, NBA, NFL, Gannett, and more.
- Manages continuous lifecycle of platform products, apps, tools, and features, successfully launching suite of payroll, hourly time/scheduling, labor planning, tax planning, risk assessment, recruiting, onboarding, performance management, compensation, succession planning, employee engagement, AP/AR, and L&D products.

CIGNA - New York, NY (Hybrid)

08/2018 - 06/2021

Director of Product Design (03/2019 - 06/2021)

Design Consultant (08/2018 - 03/2019)

- Brought in on Design contract and promoted into FTE following Y1; tasked by Managing Director, Data & Analytics to stand up operations with focus on AI/ML, as founding member of the Artificial Intelligence & Innovation Lab.
- Pitched Global Head of Data & Analytics to sell business cases and win funding to build Design System and UX Research functions.
- Directed \$7M budget and took the Research and Design org from 0 to 23, recruiting Product Designers, UX Researchers, Design Systems Engineers, Content & Brand Managers, and Visual Designers; established SOPs, L&D engagement, and KPI dashboards.
- Stood up internal agency model leading Product Design, Design Systems, and Research teams to serve 6 divisions, including Engineering, Agents, Providers, Patients, and Health Information Exchange; managed SLDC.
- Partnered with global teams across Data and Customer Service Centers to assess utilization and new requirements to build and launch org-wide data store for Data Science teams, releasing MVP in 6 months.
- Identified critical behaviors, life changes, and procedures to increase positive patient impacts across big data; utilized new platform integrations to identify outcome opportunity moments in the patient lifecycle.

ROCKETRIP - New York, NY

05/2016 - 08/2018

Senior Product Designer (03/2018 - 08/2018)

Product Designer (05/2016 - 03/2018)

- Joined at Series B funding, reporting to Head of Product and frequently partnering with CEO to build AI/ML platform with behavioral economics and business travel for acquisition by Mondeee Holdings.
- Led Design and UX Research while directing rebranding effort; guided the move from a web-based platform into an extension-based model and built fully functional prototype to feature extension on Concur (SAP) and named a Concur App Excellence Partner; pitched to Concur, leading to exponential increase in partnership.
- Created new tool integrations to transform the product offering and directed Engineering and Technology teams through requirements, QA testing, and launches; partnered with Product and Sales leadership to align to business.

SLALOM - New York, NY

01/2015 - 05/2016

UX Consultant

- Recruited by Senior Director of Global Experience Design to manage client work streams for NFL, Prudential, Wyndham, Ralph Lauren, WW, BNY Mellon, and New York Life Insurance.
- Solved Ralph Lauren's CRM and Sales team challenges, developing white label platform to track data and preferences of high-end clients, running concepts through implementation; white label solution was then scaled and replicated for additional clients, including David Yurman.
- Launched corporate platform development and integrated revenue dashboards for each team's financial oversight for the NFL; transformed branding standards for Wyndham digital products; unified WW franchisee platform.

AVANADE (previously Infusion) - New York, NY**05/2014 - 01/2015****Senior UX Designer**

- Partnered with Development teams in NYC and Toronto offices, successfully standing up the UX Research Lab; seated as UX SME in client-facing workflows for MetLife, Michelin, Merck, Samsung, and Humana.
- Created compliance-centered internal data store for Merck, as well as customer and healthcare professional platform, Merck Manuals; centralized sales and marketing toolkits database and content management system for Michelin; led UX requirements and development for MetLife Infinity app.

NEW YORK LIFE - New York, NY**01/2011 - 05/2014****Program Manager, Digital Transformation** (11/2013 - 05/2014)**Lead UX Designer** (03/2012 - 11/2013)**UX Designer** (01/2011 - 03/2012)

- Brought in by VP as founding UX hire in the IT group and promoted repeatedly to lead UX and digital transformation on global internal programs; product managed front and back-end requirements of new platforms, apps, and software builds serving 23,000 employees; led UX plans for customer service, agent, contract, and tax products.

Early Career Experience: Product Specialist, Ask.com | Product Marketing Manager, Classic Medallics

EDUCATION**MERCY UNIVERSITY - Dobbs Ferry, NY****05/2011****Master of Science - Internet Business Systems****STATE UNIVERSITY OF NEW YORK (SUNY) - Fredonia, NY****12/2002****Bachelor of Arts - English Literature**

Certifications: Scrum Master, Scrum Alliance (2015) | Mini Masters: UX Design, Rutgers (2012)

Tech Stack: Figma, Adobe Creative Cloud, Framer, Principle, Axure, Dovetail, UserTesting, Miro, HTML/CSS/JS