

# STEPHEN MILLER

## UX Specialist

### Contact

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### Key Skills

Business requirements analysis  
Competitive analysis  
Information architecture  
Journey mapping  
Preference testing  
Prototyping  
UI design  
Usability testing  
User flows  
User interviewing  
User research  
Wireframing

Figma  
Adobe XD  
Flowmapp  
Balsamiq  
Lucidchart  
HTML  
CSS

Business strategy  
Team coaching  
Project management  
Virtual team collaboration  
Intercultural communications

### Languages

English (native)  
German (B2)  
Portuguese (B2)

## Summary

UX Design Consultant with international background in IT, business analysis and project management. Experienced in optimizing processes and digital products through competitive analysis, user flows and prototyping. Leverage strength in cross-functional project work to facilitate the flow between business and development teams.

## Representative Projects

### Digital Transformation Lead

Initiated, researched, ideated and implemented an online membership platform for a European-wide professional association; reduced administrative overhead, improved member experience, contributed to increased community; membership increased by 15% in first two months

### UX Designer

Conducted competitive analyses, created user stories, developed iterative prototypes and led usability testing for web-based app aimed to support pet owners in the care of their pets; high-fidelity mockups and style guide prepared for handover to development

### UX/UI Designer

Architected and implemented website, online communications process and international team collaboration platform for Executive Board candidate campaign, reinforcing branding and respecting organizational campaign guidelines; automated majority of back office tasks, allowing team to focus on strategy and relationship-building; candidate won with 75% of votes

## Employment

**AreteConnect**, Founder and Principal Consultant, 2005 – Present  
**SIETAR Europa**, Head of IT Services (volunteer), 2017 – Present  
**American Management Systems**, 1995 – 2004  
**IBM Corporation**, 1984 – 1994

## Professional Development

**Certificate in UX Design**, CareerFoundry, 2021  
**Professional Scrum Master™**, 2019  
**Certified Team Performance Coach™**, 2015  
**ITIL® Foundation in IT Service Management**, 2015

## Education

**Certificate in Intercultural Studies**, University of British Columbia  
**Masters/Bachelor of Engineering**, Industrial Engineering, Rensselaer Polytechnic Institute