

Matthew Miller

User-Centered Product Development and Design

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CARNEGIE MELLON UNIVERSITY
Masters Human-Computer Interaction
IxD, Contextual Inquiry, Human Factors

TUFTS UNIVERSITY
B.A. International Relations, Japanese; 2009
Writing Fellow, Tufts in Japan

VICARIOUS AI
Design Lead
2020-2021

Collaborated with engineers to define capabilities needed to support robot HMI's

- Designed UX for fulfillment center workers including touch experience and alert lighting strategy.
- Planned on-site study to inform visual design and physical layout of multi-screen HMI.
- Leading creation of design system with goal of scaling to varied robotics applications.

MISO ROBOTICS
Product Designer (Contract)
2020

Designed HMI for kitchen workers interacting with Flippy, a kitchen assistant robot

- Delivered finalized HMI design through iterations of physical prototypes, UX, and visual design.
- Leveraged low fidelity methods to advise Industrial Design on hardware selection, ergonomics.

BYTON
UX Design Lead
2018 - 2020

Designed features for BYTON's in-vehicle UX and reviewed team deliverables

- Led design of all ADAS UX including creation of data flows, wireframes and audio strategy.
- Delivered vehicle charging UX, encompassing multi-modal queues and ingress/egress journeys.
- Built consensus around a global trackpad re-design by measurably reducing driver distraction.
- Maintained UX architecture map and reviewed team deliverables to ensure system consistency.

HARMAN
Interaction Designer
2017 - 2018

Led digital and physical prototyping efforts to improve UX of autonomous vehicles

- Designed a system of interactions for controlling semi-autonomous vehicles.
- Prototyped vehicle control interfaces in Framer and conducted usability tests.

FUELED
Senior Product & Design Manager
2016 - 2017

Established user-centered practices while overseeing web/mobile product development

- Defined UX for 360° camera including video capture, BLE interface, and network sharing.
- Shipped Rite Aid app re-design, increasing prescription revenue and App Store rating to 4.7.

GROUNDLINK
Mobile Experience & Product
2014 - 2016

Led UX design for rideshare ecosystem including passenger and driver navigation apps

- Served as "voice of the driver", leading research to uncover operational needs.
- Redesigned driver app, reducing errors and raising on-time service to highest point in 5 years.
- Designed and launched white-label e-hail app resulting in 320+ recurring subscriptions.

MEDL MOBILE / HYUNDAI
Mobile UX Strategist
2011 - 2014

Managed in-vehicle and mobile development from pitches to project execution

- Led 12 person Hyundai in-vehicle app team from RFP response to delivery.
- Created mobile app wireframes and revised according to client feedback.

ELECTRONIC ARTS
QA Support Assistant
2010 - 2011

Supported game production through internal tool development and technical assistance

- Wrote business requirements for device management and bug tracking tools.
- Provided device support to video game development and QA teams.

Technology

ProtoPie
Sketch
Figma
Adobe CC
HTML/CSS/JS
Particle/Arduino

Principles and Practices

Wireframing
Interactive Prototyping
Sketching / Storyboarding
Task Analysis
Usability Testing
Agile Methodology & Rituals

Product Highlights

Flippy Kitchen Assistant HMI
Hyundai Location Sharing
Hyundai Eco Coach
GroundLink Driver App
DriverAnywhere Android
Starbucks Upstanders Web