

## PROFESSIONAL EXPERIENCE

### UX DESIGN INSTRUCTOR (PART-TIME)

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**General Assembly** - Austin, TX | November 2017 - Current

Instructor of part-time 10 week evening user experience (UX) design program at General Assembly, in Austin TX. Focus on imparting core UX skills to students through interactive group exercises, and building portfolio pieces. Subjects include: user research, agile/lean, prototyping, usability testing, and design presentation.

### PRINCIPAL UX ARCHITECT

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**AgileAssets** - Austin, TX | December 2014 - Current

Lead UX Designer on AgileAssets suite of mobile and web products for the transportation industry; reporting directly to the VP of Product. Defined design standards for all of the company's growing mobile app portfolio, along with driving substantial redesign of core web product.

Instrumental in fostering user centered & Lean design methodologies with product development teams. Instituted contextual inquiry, usability testing, and other user research methods to improve products.

Acted in Product Owner, and Scrum Master roles on teams when needed, during periods of insufficient Scrum Lead and Product Management staffing.

### UX DESIGN LEAD

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**Ericsson** - Manchester, NH | April 2013 - November 2014

UX design lead for future direction of Ericsson's "Granite" telecom inventory & planning application. UX lead on corporate wide cross product network data visualization efforts - with reporting and visibility to C-level.

North American representative of corporate UX brand consistency board, responsible for evaluating all Ericsson software offerings for compliance with UX standards, and revising corporate patterns & guidelines with latest functionality. Regular presenter at UX Pro events in Stockholm, Sweden; aimed at fostering a common UX practice across Ericsson CoEs.

### PRINCIPAL UX DESIGNER

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**Continuum Managed Services** - Boston, MA | Mar. 2012 – March 2013

Oversaw all aspects of user experience and interaction design on Continuum's managed service products. Contributed to complete overhaul of core SaaS product user interface. Lead design effort of company's first mobile apps..

Worked daily with development team - all based in Mumbai, India. Traveled to India office to build relationship with team there. Also partnered with Product Management organization based in Boston, MA, and product support in Pittsburg, PA.

### PRINCIPAL UX DESIGNER

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**Oracle** - Nashua, NH | Dec. 2011 - Mar. 2012

Member of the 6 person Enterprise Manager User Experience group, responsible for UI definition for Oracle's Enterprise Manager SaaS product. Short tenure due to startup opportunity with former colleagues at Continuum.

### SENIOR UX DESIGNER

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**Autodesk** - Manchester, NH | 2007 – Dec. 2011

Senior UX Designer in the AEC division (Architecture, Engineering and Construction). Focused for two years on AutoCAD AEC vertical applications (AutoCAD Architecture & MEP). Part of a four person design team in charge of a complete UI overhaul for all products. Part of the AIRMax initiative to implement consistent UI components across applications in the corporate portfolio – many which were acquired and as a result had little in common with the core AutoCAD product. Shifted focus to design of the Revit product line in 2009.

Involved with researching and designing new features and feature enhancements in the AEC products. Corporate design lead on effort to update error messaging across all products to utilize Microsoft task dialogs. Conducted extensive user research and design testing both in person and remotely. Primary team lead on creation of design prototypes. Assisted with initial implementation of AEC design intranet.

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#### SENIOR INTERFACE DESIGNER

**Unica Corporation** - Waltham, MA | 2005 - 2007 (acquired by **IBM**)

Member of a two person team responsible for all design & usability aspects of Unica's Enterprise Marketing applications - the Affinium Suite. Design responsibilities included user / task analysis, wireframe, paper prototype and interactive prototype development. Primarily responsible for devising and communicating corporate design process, as well as integrating that process with the overall development cycle. The Unica design team was the center for web UI implementation expertise, and thus responsible for delivering much of the final UI pages and components to engineering. Closely involved with efforts to disseminate and decentralize UI implementation knowledge through standards, best practices, recommended tools, style guides, and design patterns.

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#### PRODUCT DESIGN ARCHITECT

**Chordiant Software** - Manchester, NH | 2002 - 2005 (acquired by **PegaSystems**)

Member of global design team responsible for all aspects of interface design across products. Personally charge design efforts such as a high volume web based call center CRM product, Credit Card dispute processing application, and Enterprise Marketing solution. Responsible for usability testing efforts and early prototype development. Continuously evaluate market requirements, customer & field engineer feedback, and latest moves by major competitors. Use proven interface paradigms, personal design experience, and usability testing to develop intuitive and compelling product interfaces. Work closely with Engineering to help implement designs in a timely and cost effective manner. Prime contributor in four person team that developed patent pending user interface technology for visualization and editing of complex objects, optimized for web applications (US Patent Application Serial Number 10/639,735).

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#### SENIOR PRODUCT DESIGNER

**Bowstreet, Inc.** - Portsmouth, NH | 1999 - 2002 (acquired by **IBM**)

Responsible for all aspects of interaction design across product lines. Contribute and oversee many aspects of visual design, particularly as they apply to a users product perception. Involved from the earliest requirements phase of the development process to help scope, define, and address interaction design issues. Compile and iteratively revise detailed specifications, interaction diagrams, and screenshots for usability testing and development. Directly implement UI code on projects as needed. Constantly developing, revising, and presenting reference material (such as style guides, conceptual models, and design principles) targeted at improving product usability and stressing the importance of up front design. Design, conduct, and review usability studies at all phases of development (paper prototype to released code). Act as the primary arbiter/advisor over enhancement requests around usability and user interaction.

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#### PUBLICATIONS & PATENTS

- **Collaborative Parallel Design:** Article on participatory design process.  
<http://www.uxmatters.com/mt/archives/2010/04/using-a-collaborative-parallel-design-process.php>
- **Knowledge / Importance Matrix:** Article on method for prioritizing design & development tasks.  
<http://www.uxmatters.com/mt/archives/2011/06/knowledge-importance-matrix-for-wiki-project-coordination.php>
- **Process / Viewer Interface Patent:** Innovative UI for Chordiant Call Center Advisor product.  
<http://www.google.co.in/patents/US7178109>

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#### FURTHER INFO

**Website**            [www.mike-myles.com](http://www.mike-myles.com)  
**LinkedIn**           <http://www.linkedin.com/in/mikemyles>  
**Twitter**            @myles\_ux