

# MATTHEW MILLER

## DESIGN DIRECTOR

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### Profile Summary

With over 14 years of experience, I have dedicated my career to growing and leading high-performance product design and operations teams. My expertise lies in implementing design strategies and fostering user-first product design through applied UX methodology. I excel in facilitating design thinking, conducting thorough testing, and planning and executing user research activities and usability tests for mobile and cross-platform applications. These efforts are aimed at increasing usability, ease of use, conversion rates, user satisfaction, and task completion.

### Work Experience

<b>Head of Design</b>	Mar 2023 - present
<u>Thorbourne Game Studio</u> Montreal, Canada	
<b>Director, Product Design</b>	Jul 2021 - Feb 2023
<u>Procom Inc.</u> Toronto, Canada	
<b>Head of Product Design</b>	Jul 2018 - Jul 2021
<u>Bell Media Inc, Crave, TSN</u> Toronto, Canada	
<b>Mgr, Product Design</b>	Jul 2015 - Jul 2018
<u>Rogers Communications</u> Toronto, Canada	
<b>Head of Design</b>	Jul 2012 - Jul 2015
OverC Studios Toronto, Canada	
<b>Sr. Consultant, Design</b>	Jul 2011 - Jul 2012
Government Toronto, Canada	

### Mastery of Product Design

I focus on understanding and addressing users' needs, problems, and experiences to create intuitive, efficient, and enjoyable products. Also I ensure that the visual and interactive aspects of a product are both aesthetically pleasing and aligned with the product's voice, enhancing the overall user experience.

### Data Driven Approach

Through application of my experience planning and executing User Research and Usability Testing allows me to systematically study target users, gain insights into their behaviors and needs, and conduct evaluations to ensure that products meet user expectations.

### Design Leadership

As a senior team lead, I am passionate about Leading and Growing Design Teams, fostering a creative, dynamic, and collaborative environment that balances the goals of designers, writers, content managers, design system managers, accessibility specialists, and researchers with those of technical, product, and leadership teams.

### Team Player

I thrive in dynamic and collaborative laboratories where I can work closely with product, leadership, and technology partners to oversee the development and lifecycle of products, ensuring they meet market needs and business objectives.

### Design Stewardship

My focus on Design Standards and Practice Adoption involves establishing and maintaining consistent design guidelines and best practices to ensure cohesive, efficient, and high-quality design work. As a queer person of color, I am particularly dedicated to inclusive design principles that promote equitable and enjoyable experiences for everyone.

### Projects

<b><u>Remindly A.I.</u></b>	Feb 2023 - present
Native App Toronto, Canada	
<b><u>Oklahoma Well Database</u></b>	Apr 2022 - Jun 2023
Web and Native App Oklahoma, U.S.A	

### Education

<b>Bachelor of Arts</b>	The College of Wooster Wooster, OH, U.S.A
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