

Ellie Millen

Principle UX Designer & Researcher
with a background in branding & art direction

Contact

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Strengths

UX Design

Heuristic analysis
Systems thinking
Workshop facilitation
Journey & process mapping
Wireframing
Prototyping
Responsive design

UX Research

User interview moderation
Usability testing
Survey design
Remote research methodologies
Synthesis & recommendations

Programs

Figma
Sketch
InVision
InDesign
Illustrator
Photoshop
Axure RP

Education & Honors

Willamette University 2011
Studio Art Major
Art, Technology & Multimedia Minor

Graduated cum laude
Keck Grant Recipient 2010
National Merit Scholar

Experience

Lead UX Researcher, eko

August 2021, Chicago • Current

I apply my multidisciplinary background in a fast paced, evolving environment where I build and manage a research team for consumer-facing interactive video experiences and advocate for research best practices. I also contribute user-centered research and design expertise to a burgeoning product organization focused on building a SaaS platform for e-commerce interactive video creation, including ideation, strategy, wireframing, and other skills as needed.

Principal UX Design & Research Consultant, Capco

June 2018 - May 2021, Chicago

As a user research and experience design expert with clients in the financial services industry, I worked across silos and managed cross-functional teams to conduct research, ideate and iterate on user-centered solutions, and deliver polished, development-ready experiences.

Key Projects

Design & UXR Lead, Digital Application Experience for a Commercial Bank

I remotely managed a team of six including research, UX/UI, and content strategy to overhaul the process and experience of the bank's prospect application platform. As a team leader fully embedded with the client, I worked with product owners to negotiate requirements with stakeholders, facilitate process change discussions, conduct and incorporate user testing, lead collaborative iterative interface design, and deliver development ready solutions.

Project Lead, Portfolio Reporting Tool at a Multinational Investment Bank

I managed a team of five spanning research and UX/UI, both in-person and remotely, to completely re-imagine a complex proprietary reporting tool from end to end. As part of this role I was the primary day-to-day client contact, I managed workloads, set the timeline and delivery requirements, conducted user research and designed wireframe-fidelity prototypes.

Lead User Experience Designer, ES99

June 2017- May 2018, Chicago

I lead domain and competitive research, presented findings & recommendations to clients and key stakeholders, and converted research output to wireframes and other documentation in collaboration with designers, writers, and developers, all with the goal of creating compelling and usable responsive web experiences for a diverse spectrum of national and regional clients.

UX Design Instructor, Designation

November 2016 - June 2017, Chicago

After completing an intense professional development course with Designation (now part of Flatiron School) on applying UX design and research best practices to real world problems with three startup clients, I was asked to join the instructional team as a course creator and educator for incoming cohorts.

Associate Art Director, GCG Marketing

April 2014- Oct 2016, Fort Worth

As part of a team of designers, art directors, writers, and account managers in a highly collaborative and engaging environment, I worked on a broad range of branding, marketing, and promotional projects for print, video, and web for a range of clients including major hospitality and pharmaceutical brands.