Kyle Miller

UX Designer

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Experience

Viasat / Sr UX Designer

Oct 2020 – Present , CARLSBAD, CA

Redesigned the Viasat Plan selection page to improve Internet service sales and increase customer retention. Overall increasing the revenue of the company.

Capital One / Sr UX Designer

Feb 2019 – Mar 2021, MCLEAN, VA

Lead the experience design and research to bring a new core feature to Capital One's Bank mobile and web platform. This feature will be launched to help 13M+ customers end of year.

Sapient Razorfish / Sr UX/Product Design Consultant

May 2018 – Nov 2018, ARLINGTON, VA

Designed transformative human-centered experiences and services for clients. Facilitated workshops and activities with clients, stakeholders, and users to gain insight for design concepts.

Capital One / UX/Product Designer

Apr 2016 – May 2018, MCLEAN, VA

Led the experience design to improve Remote Check Deposits and leveraged analytical tools and customer focused UI designs, decreasing check scan fail rates by 15% and increasing deposits by 30%. Facilitated in-lab and onsite usability testing with stakeholders, and users to gain insight for design concepts. Created prototypes, storyboards, user flows, and other design deliverables to communicate testable concepts.

Under Armour / UX/Product Designer

Feb 2016 – Mar 2016, BALTIMORE, MD

Led user research and user testing to understand our customers core needs and pain points with the current experience to re-design top navigation for a Under Armour's global site along with other internal projects. Created prototypes, storyboards, and user flows, to produce effective solutions for our customer, leading to increased sales.

Achievements

1st place Startup Weekend / UX Lead

Jan 2017, WASHINGTON, DC

Led user research, persona creation, user journeys, and design in a 54-hour competition to create an app to empower users in the moments of injustice.

Intl Air Transportation Assoc Hacktathon / UX Lead

Jun 2018, WASHINGTON, DC

Created prototypes, personas, business initiatives in a 2-day competition to create a service enable customers to conveniently find food connection with in the airports.

PAMX Speaker at Capital One

JUN 2016, WASHINGTON, DC
APR 2017, AUSTIN, TX

Skills

Tools: Figma. Sketch . Axure . Principle . Adobe CC

Design: UI Graphics . User Flows . Concept sketches . Wireframes & mock ups with Sketch . Motion design with Principle . Style guides & pattern library

Prototyping: Rapid prototyping using Figma Invision. Axure . Proto.io. Marvel

Research: Usability Testing in person . In lab . Task analysis & persona hypothesis . A/B testing & Experiment . Competitive analysis

Collaboration: Organizing workshops . Facilitating design critique . Self starter . Detail oriented . Flexible

Public Speaking: Capital One People & Money Talks 2x . Mentorship for General Assembly Students . 3 Winning pitch competitions

Education

General Assembly

2015, WASHINGTON, DC

User Experience Design Immersive 2015

Virginia Tech

2013, BLACKSBURG, VA

Bachelor of Science in Property Management