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| Andrew@Milmoe.com  Andrew Milmoe | Lake Forest, IL 60045 917 915-2338 |
| Summary | User Experience design giving creative talent & engineers superpowers. |
| Primary Roles | Thought leadership in user experience and interaction design process. Agile UX product development, interactive art, and graduate teaching. |
| **Selected Professional Experience** | - -- --- ---- ----- ------ ------- -------- --------- |
| Ontrak, Inc.  Remote  Principal UX Product Designer  April 2019 – March 2021 | **Product Design** Total digital transformation to SaaS with a cross functional agile team. Grew revenues from $15M to $82M in 2 years.   * Gives business levers controlling AI driven member engagement * Delivers multi-channel member engagement * Conceptual re-design of coaching plans * Process reengineering to match members with providers   Health plans cut costs by 40% through appropriate health care utilization, behavioral health, and adherence to clinical pathways.  **Rapid Agile Design** Integrated secure messaging and telehealth HIPPA compliant video portal from conception to launch in 60 days. Rapidly generated mid-fidelity clickable prototypes supporting:   * On-site and remote user and stakeholder research * Research synthesis and cross-functional team facilitation * Tested product management and clinical assumptions * Kick started Care Team training material development * Sped time to market, beating out competitors * Aligned marketing and operations * Drove feature iteration and prioritization for product roadmap |
| GE Digital  San Ramon and Pleasanton, CA  Sr Staff UX Interaction Designer  March 2013 – April 2019 | **UX lead** for first APaaS migration to the Predix Cirrus Design System.  UX Product Design Lead for IIoT engagement that closed $180M  10-year service contract and doubled sales over two years.  Most senior sole contributor to flagship GE Digital industrial internet applications Asset Performance Management and ServiceMax.  UX User Research lead for APM and ADAS, a reporting and diagnostic tool for SmartSignal ML (machine learning) analytics engine.  **Design Leadership** for Agile scrum team developing enterprise cloud applications and platforms including monitoring and diagnostics for 12% of the world’s power supply. Collaboration with diagnostic engineers to iterate on data visualization, diagnosis, and maintenance strategy for GE’s businesses and customers worldwide.  Constantly reaching out across GE businesses to encourage customer-lead product development. Using modern UX strategy techniques (journey maps, service blueprints, customer/product lifecycle, business ecology, site visits) to define product strategy roadmaps.  **Process Improvement** Developed interaction design methods using Sketch/Craft/InVision shared clickable prototypes to socialize solutions w/customers, product owners, visual designers, & software engineers. |

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| Coolaboratory  San Francisco & Oakland, CA  Experience Design Lead  July 2009 – March 2013 | Contract and consulting experience design to digital agencies including Razorfish, Exploratorium, EVEO, Kit Digital, Solution Set, and AKQA.  **Information Architecture & UX** for web apps, video streaming app, touch screen wall, tradeshow kiosks, iPhone & iPad apps.  **Product Design & Development** from concept through functional prototype for wearable wireless toy and Exploratorium exhibit. |

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| **Academic Experience** | - -- --- ---- ----- ------ ------- -------- --------- |
| University of California  Berkeley, CA  Lecture Pool Instructor  Summer 2017 | **Instructor** of “Interactive Device Design” at the Jacobs Institute for Design Innovation in the School of Engineering.  Students create connected Internet of Things devices from concept to business plans, video documentation, and working prototype. |
| New York University  New York, NY  Asst. Adjunct Professor  Fall Semesters 2003–2005 | **Professor** of “Introduction to Physical Computing” in the Tisch School of the Arts' Interactive Telecommunications Program. Graduate course covering basic electronics, microcontroller programming, production of physical interfaces, experience and interaction design. |
| Maker Community:  Guest Speaker, Make:SF Founder, Artist | **Public Speaking** on Information Architecture and Physical Computing:  Device Design Day, Colorado College Inter-Disciplinary Experimental Arts, NYU School of Continuing Education, Pratt Institute Manhattan  Workshop Producer Local Maker “Meetup” group up to 3000 active members. Produced 200 mini-workshops as an avenue for Makers to collaborate, present their work, and build their vocabulary of skills. |
| **Education** | - -- --- ---- ----- ------ ------- -------- --------- |
| New York University  New York, NY  Interactive Telecommunications Program, MPS | May and Samuel Rudin Scholarship, Barnett Lipton Scholarship.  Focus on creating interactive public art. Studies included learning the effects of technology on culture, developing alternative human computer interfaces, and combining new tools for creative expression. |
| Carnegie Mellon University Pittsburgh, PA  Industrial Design, BFA | Received university honors.  I introduced digital tools and workflows into the Industrial Design curriculum. |
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| **Tools** | - -- --- ---- ----- ------ ------- -------- ---------  Sketch, Craft, InVision, iRise, Axure, Omnigraffle, Photoshop, InDesign, Arduino microcontroller programming, Rapid prototyping (3D modeling & printing, product hacking, hand and machine tools, composite molds and layup, laser cutters, etc.)  Authorized for work in the US. Passed TSA TWIC background check as well as those required for handling health care PHI and financial data. |
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