

DARREN MILLER

USER EXPERIENCE RESEARCHER

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Strategically minded doctoral level researcher with a passion for uncovering insights and human truths. I bring a deep understanding of empathy, along with active listening skills, from my years as a counselor. My focus is qualitative research combined with a subset of quantitative skills. Through my mixed method approach, I achieve a broader perspective of the desires, expectations, motivations and habits underlying people's behavior. I'm able to conceptualize my research into actionable recommendations to team members and stake holders.

EDUCATION

DOCTOR OF PHILOSOPHY

Kent State University, 2007
Counselor Education

MASTER OF SCIENCE

Texas A&M -Commerce, 1999
Counseling

BACHELOR OF SCIENCE

Texas A&M - Commerce, 1997
Psychology

SKILLS

Contextual Inquiry
Wireframing
Mental Models
Diary Studies
Usability Testing
User Testing
Surveys

TOOLS

Qualtrics
Flgma
Google Analytics
Handrail
Notion
Morae

DELIVERABLES

User Flows
Personas
Wireframes (low - mid fidelity)
Prototypes
Survey Administration & Results
Site Maps

EXPERIENCE

User Experience Research & Design

Flight3 Marketing - Frisco, TX
January 2017 - Present

- Utilize lean UX methodologies to reduce overall project time
- Produce audits, site mappings, task analyses & wireframes
- Influence research design & decisions to improve user experience
- Design websites and database applications

Online Adjunct Faculty

BYUI - Remote
November 2013 - Present

- Teach FAML 220 (Parenting) & FAML 360 (Family stress & coping)
- Use Canvas and Zoom to deliver course content to 45-90 students from various countries & backgrounds each semester
- Teach methodology of reading & understanding scientific studies

Principal

CogniBuilders - Frisco, TX
August 2009 - December 2016

- Conducted diary studies and contextual inquiries
- Researched & designed an app for managing ADHD
- Created behavioral and attitudinal surveys
- Analyzed psychometric data to reduce user's cognitive load

Behavioral Finance Research

Private Logic - Frisco, TX
August 2005 - July 2009

- Constructed assessments & created surveys
- Developed high probability trading strategy for hedge fund
- Expanded mental models of clients to improve performance
- Researched white papers on various behavioral finance topics