

Chanelle Miller | UX/UI Designer

Highly dedicated UX/UI Designer with a proven ability to execute tasks and complete projects to the highest standards. Notably well organized with a track record that demonstrates self-motivation and the ability to take the initiative and achieve on a personal and professional level.

chanelledesign.com
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Experience

The Born Group | Senior Visual Designer

SEP 2022 - PRESENT

Delivered UX research, UX, and UI design across client engagements, redesigning AT&T's support and troubleshooting webpage to lower customer call rates and improve usability for a high-traffic customer service experience.

Led a cross-functional design workshop to align stakeholders on the AT&T redesign direction.

Directed an A/B research test for Mayo Clinic's clinical trials webpage, producing a formal research report that informed design and content strategy.

Klick Health | UX Architect

JUN 2019 - AUG 2022

Responsible for user research, information architecture, interaction design, prototyping, and user testing across web, tablet, and mobile products.

Collaborated with project managers, business partners, and engineers to help define product requirements and road map.

Orchestrated the development and presentation of a comprehensive product launch pitch for a prominent client, resulting in the successful procurement of a \$10 million investment in the company.

Cubert.co | Digital Designer

JAN 2020 - DEC 2021

Assisted in designing the UX and UI for the FitTrack Health app, contributing to wireframes and interface design.

Partnered with the Art Director to design brand identities for start-up companies.

Managed social media accounts for brands with a combined following of over 90K.

Napkin Marketing | UX/UI Design Intern

MAY - SEP 2020

Designed the Gold Vega award-winning corporate website of the year, leading the design direction from wireframes to high-fidelity, custom UI assets.

Partnered with the Marketing Director to shape digital marketing strategies, aligning design decisions with broader brand and business goals.

Collaborated closely with the web developer to translate designs into fully functional, production-ready websites

Education

York University/Sheridan College

2016 - 2020

Honours Bachelor of Design

John Abbott College

2013 - 2016

DEC in Graphic and Web Design
Graduated with the Creative Award

Achievements

Gold Vega Digital Awards

2020

First place - Best corporate website

Creative Reply Challenge

2021

4th place/2000 contestants - easyJet

Skills & Languages

Design Tools

Figma · Figma Make · Figma Slides · Sketch · Adobe Creative Cloud · Principle · InVision · Claude · Lovable · Protopie · Google Slides

Skills

User Research · Wireframing · Usability Testing · Journey Mapping · Personas · User Testing · Prototyping · Workshopping · Information Architecture · Branding · Illustrating · Data Visualization

Languages

English · French