

NATHAN MILLER

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PROFILE

Multifaceted design professional with diversified and demonstrated experience in user experience design, technical writing, communications, product design, research and development, and project management. For the past three years, I have been designing complex products with words using UX design methodologies.

Currently completing the Master of Digital Experience & Innovation program at the University of Waterloo; recently completed the User Experience Design certificate program at George Brown College.

HIGHLIGHTS

Design: Dynamic and proficient in user experience design, product design, and wire-framing.

Technical: Strong technical writing and editing skills, talented in simplified and plain language writing, and UX copy.

Communication: Effective communicator with broad experience engaging with clients, team-members, and other various stakeholders.

Software: Adobe XD, Adobe Illustrator, Sketch, InVision, and Figma.

Research: Research skills in both qualitative and quantitative methods.

Organization: Exceptional capabilities in multi-tasking, organization, and execution while dealing with changing priorities and timelines.

SKILLS

Accessible design
Customer interviews
Heuristic evaluation
Journey mapping
Product design

Card sorting
Design thinking
Human-centred design
Low-High wireframing
User personas

Concept testing
Empathy mapping
Information architecture
Usability testing
UX research

EXPERIENCE

Manulife – Kitchener, ON

Jan 2020 – Present

Communications Specialist, Individual Insurance Canada

The Product Documentation team provides expert communications advice and delivers clear, concise, and meaningful communications that help our clients understand Manulife products.

- Responsible for writing complex insurance contracts, statements, notices, and forms in simplified and plain language for A&D and P&C.
- Develop and maintain product documentation for Individual Insurance Canada suite of products.
- Remediate PDF documents to comply with current accessibility standards (WCAG 2.0) and AODA legislation.

Allianz Global Assistance – Kitchener, ON

May 2017 – April 2019

Insurance Documentation Specialist

- Developed master policy/certificate language, distribution guides and marketing materials for the company's insurance and service programs.
- Successfully launched over 45 insurance products, including retail policies, group policies, and distribution guides.
- Department lead on new regulatory Distribution Guide, which streamlined the new requirement document by over 80%.
- Helped in the development of new products by researching policy language and provisions, drafting new policy, and conducting competitive product analysis.

Rocky Mountain Productions – Calgary, AB

Jan 2016 – Jan 2017

Research Manager, Research and Development | Associate Producer

- Associate Producer on the short film *Guns of Purgatory*.
- Responsibilities as Associate Producer included pre-production and post-production duties, including overseeing principal photography, screenplay development and draft revisions, film continuity, film editing, picture lock, sound mixing, audio lock, color correction, and electronic-press-kit development.
- Strategized and successfully executed the film's social media and film festival campaigns.

- Communica Public Affairs** – Calgary, AB Jul 2015 – Feb 2016
Analyst, Stakeholder Information Management
- Accurately summarized engagement summaries, concerns and commitments as per regulatory and client business requirements using industry specific software.
 - Continuously developed an understanding of the regulatory requirements of the Alberta Energy Regulator, Aboriginal Consultation Office, British Columbia Environmental Assessment Office, British Columbia Oil & Gas Commission, Canadian Environmental Assessment Agency, and the National Energy Board.
 - Managed large data sets and reports in MS Excel and MS Word. Performed quality control audits on engagement summaries to ensure records were written in a consistent, neutral and factual tone.
- Andrew Peller Limited** – Toronto, ON Jan 2013 – Jan 2015
Acting Manager & Sales Associate
- Handled Manager responsibilities, including managing store employees, schedules, on-site training, fulfilling weekly store orders, and completing managerial paperwork.
 - Supported an aggressive growth strategy of a new retail store by targeting customer experience, which resulted in exceeding sales targets by 20%.
- UTERN, U of T** – Toronto, ON Sep 2013 – Apr 2014
Environmental Clubs Liaison (Work study)
- Contributed to the planning, coordination, and organization of U of T's largest annual student run events.
 - Coordinated with over 100 campus environmental groups, and assisted with event organization, coordination, planning, execution, and student levy funding disbursement.
- Sustainability Office, U of T** – Toronto, ON Sep 2011 – Apr 2012
Green Workspace Officer (Work study)
- Spearheaded and successfully executed a sustainability scorecard and ranking system for environmental best practices amongst post-secondary institutions and offices based on their environmental and sustainability contributions.
 - Introduced office management and team members to sustainable office practices and waste reduction procedures.

EDUCATION

- University of Waterloo** – Waterloo, ON Expected 2021
Stratford School of Interaction Design & Business
- Master of Digital Experience Innovation
- George Brown College** – Toronto, ON 2020
- Certificate, User Experience Design
- University of Toronto** – Toronto, ON 2014
- Honours Bachelor of Arts (with Distinction)
- Double majored in Environmental Studies & Urban Studies
Minor in Asian Geography (Joint program with U of T and National University of Singapore)
- Robert Hunter and Goodall Scholarship Award recipient

VOLUNTEER /
INTERNSHIPS

- Kitchener Waterloo Special Olympics** – Kitchener, ON 2018 – 2019
Powerlifting Coach
- Coworking Canada** – Toronto, ON 2013 – 2014
Analyst, Policy Research
- Environmental Students' Union, U of T** – Toronto, ON 2011 – 2014
Event Coordinator
- Office of the Dean, Woodsworth College, U of T** – Toronto, ON 2013 – 2014
Academic Bridging Mentor