Andrew G Milmoe
Product Design
15+ years of experience giving
frontline workers superpowers

Chicago Area/Remote • Text/Call 917-915-2338 • Andrew@Milmoe.com

Thought leadership in product design strategy and user-centered design.
Agile UX product development and graduate teaching.

Selected Professional Experience

Principal UX Product Designer
Oakland, CA and Lake Forest, IL
(Remote)

Ontrak is a leading AI and telehealth-enabled healthcare company.
They find and help thousands of people with unaddressed behavioral health conditions and chronic disease to improve their health and reduce medical expenses.

Ontrak, Inc.   2019 - 2021

• Integrated a secure messaging website with a telehealth HIPPA compliant video portal from concept to launch in 60 days, exceeding all expectations.

• Rapidly generated mid-fidelity clickable prototypes to align stakeholders and guide Agile engineering teams through two-week sprints toward a cohesive user-centered experience. Iterations driven by participatory design, ethnographic research, guerilla research, AI/ML, data architecture, engineering, QA, clinical, medical economics, and training team feedback.

• Aligned stakeholders around a clear model of the services front-line workers provide to members through a series of facilitated workshops, journey mapping, personas, and qualitative UX research. The model was used to outline requirements for a proposed Care Team Portal. This enabled us to make a confident platform purchase decision and took weeks off our vendor's discovery process. The Portal reduces administrative tasks freeing up the Care Coaches to focus on members.

• Designed a user-centered query builder to put the Operations Team in direct control of revenue growth by reducing production process from days to real-time. Mapped out the value stream to align stakeholders around the urgent need to devote resources for an AI insights query tool. Collaborated with a cross-functional agile team to drive the query builder from concept to operations through a user-centered design process.

Sr Staff UX Interaction Designer
San Ramon and Pleasanton, CA

GE Digital is a leading industrial software company - transforming how their customers solve the toughest challenges by putting industrial data to work. They bring simplicity, speed, and scale to our customers' digital transformation with industrial software that delivers breakthrough business outcomes.

GE Digital   2013 - 2019

• Led UX for an Industrial Internet of Things (IIoT) product that closed a $180M 10-year service contract and doubled sales over two years.

• UX onsite research in four countries and off-shore, rapid prototyping, and iteration with cross-functional Agile teams in multiple time zones. (US, EU, and India) Journey mapping, product roadmap hypothesis testing, user testing, interaction design, design system integration.

• Most senior UX sole contributor on both flagship GE Digital industrial internet applications. Provided leadership and support through the integration of UX teams from GE Digital's two largest acquisitions.

• Facilitated workshops and evolved design methods for use with prospective enterprise customers across multiple industries including automotive, manufacturing, IIoT, energy, and others.

Experience Design Lead San Francisco and Oakland, CA Coolaboratory is the name of my agency consulting practice & parent of the Make:SF meetup group.	**Coolaboratory**	**2009 - 2013**

Experience Design Lead
San Francisco and Oakland, CA

Coolaboratory is the name of my agency consulting practice & parent of the Make:SF meetup group.

Coolaboratory   2009 - 2013

• Contract and consulting experience design to digital agencies including Razorfish, Sapient, Ruder Finn, AKQA and others.

• Interaction design at scales from wearable, mobile, tablet, 10-foot, conference video wall, control room, to indoor/outdoor architecture. (Private, team, presentation, monitoring, and public art use cases.)

• Product design & development from concept through functional prototype for wearable wireless toy and Exploratorium Museum exhibit.

Tools
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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.)

Academic Experience
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Lecture Pool Instructor
University of California
Berkeley, CA
Summer 2017

Graduate course instructor for "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.

Asst. Adjunct Professor
New York University
New York, NY
Fall Semesters 2003–2005

Professor of "Introduction to Physical Computing" at the Interactive Telecommunications Program, Tisch School of the Arts. Graduate course covering basic electronics, microcontroller programming, production of physical interfaces, experience and interaction design.

Guest Speaker
Make:SF Founder
Bay Area Maker Community

Public speaking on information architecture and physical computing:
• Device Design Day, Colorado College Inter-Disciplinary Arts
• NYU School of Continuing Education
• Pratt Institute Manhattan

Workshop producer for Maker "Meetup" of over 3000 active members. Produced 200+ mini workshops as an avenue for Makers to collaborate, present their work, and build their vocabulary of skills.

Education
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Master of Professional Studies
New York, NY

New York University, Interactive Telecommunications Program

Bachelor of Fine Arts
Pittsburgh, PA

Carnegie Mellon University, Industrial Design with university honors

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